ACSON International

e- Business User Manual

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1.0 Login Page

Figure 1.1 shows the Login Page, where Business Partners can login and use the features/services in e-Distributor.

Enter Partner ID and Password, if Partner ID and Password matched, you will be redirected to e-Distributors Main Page.

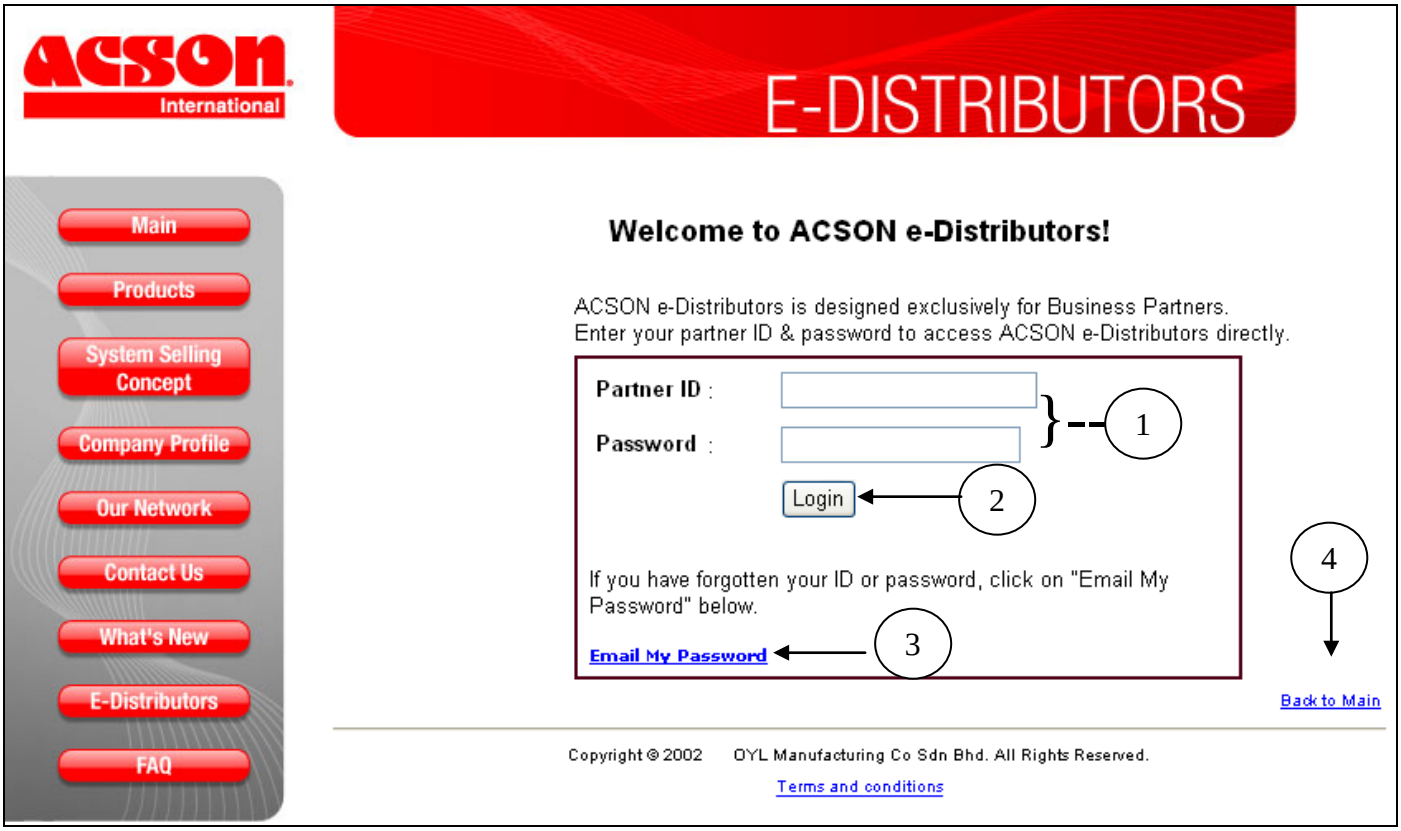

Figure 1.1 e-Distributor Login Page

1) Input Partner ID and Password to login into e-Distributor.
2) Click “Login” button to verify your ID and Password. If you are registered Business Partner and your ID and Password are matched our Login Database, you will be redirected to e-Distributor Main Page; else Logon Failure Page will be shown. (Refer to **Figure 1.2**)
3) If you forget your login ID/Password, you can contact us by sending email. Our operators will be happy to serve you.
4) Click this hyperlink will lead you to the Mcquay Home Page.

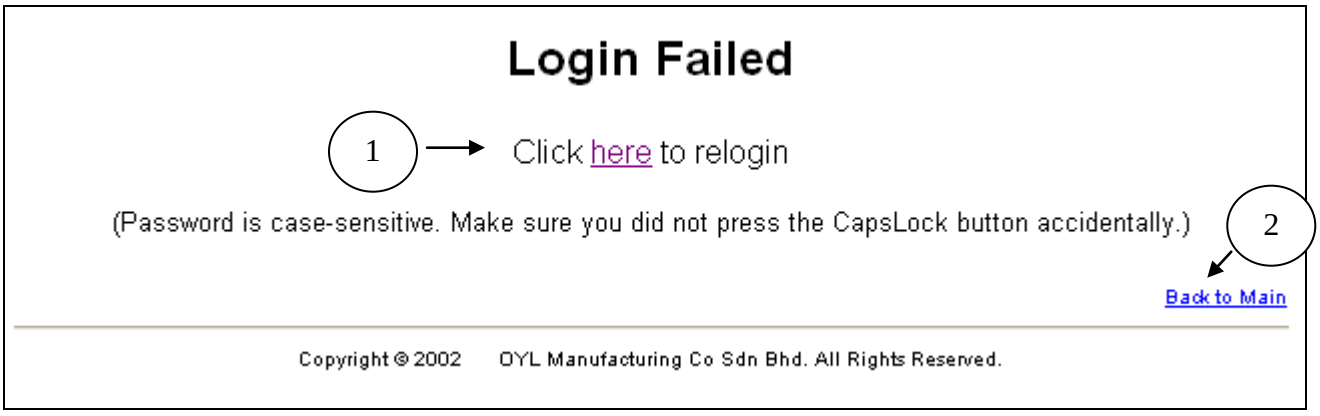
Login Failed
1
Click here to relogin
(Password is case-sensitive. Make sure you did not press the CapsLock button accidentally.)
2
Back to Main
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Figure 1.2 e-Distributor Login Failure Page

1) Click “here” to login again.
2) Click this hyperlink will lead you to the Mcquay Home Page.

2.0 Overall e-Distributor Page Layout

Figure 2.1 shows the overall page layout of e-Distributor. Every page contains Page Header, Side Menu, Page Content and Page Footer.

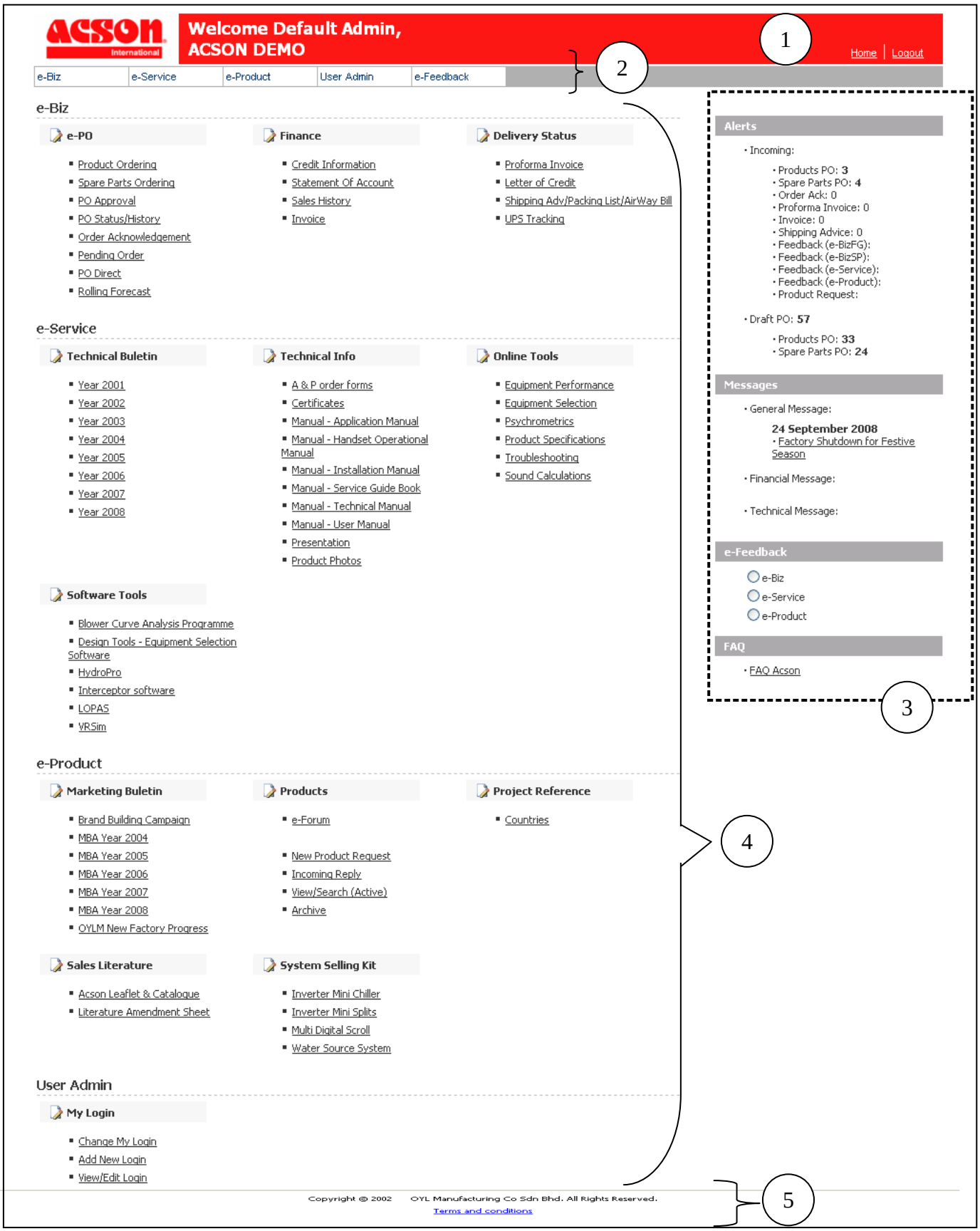


Figure 2.1 Overall e-Distributor Page Layout

1) Page Header contains distributor name and logout hyperlink.
2) Top Menu list shown at here.
3) Side Menu contains menu list, Alert and Message.
4) Pages Content will be shown in this area.
5) This is Page Footer.

3.0 e-Distributor Main Page

e-Distributor Main Page provides links to all the features/functions that available in e-Distributor. (Refer to **Figure 3.1**)

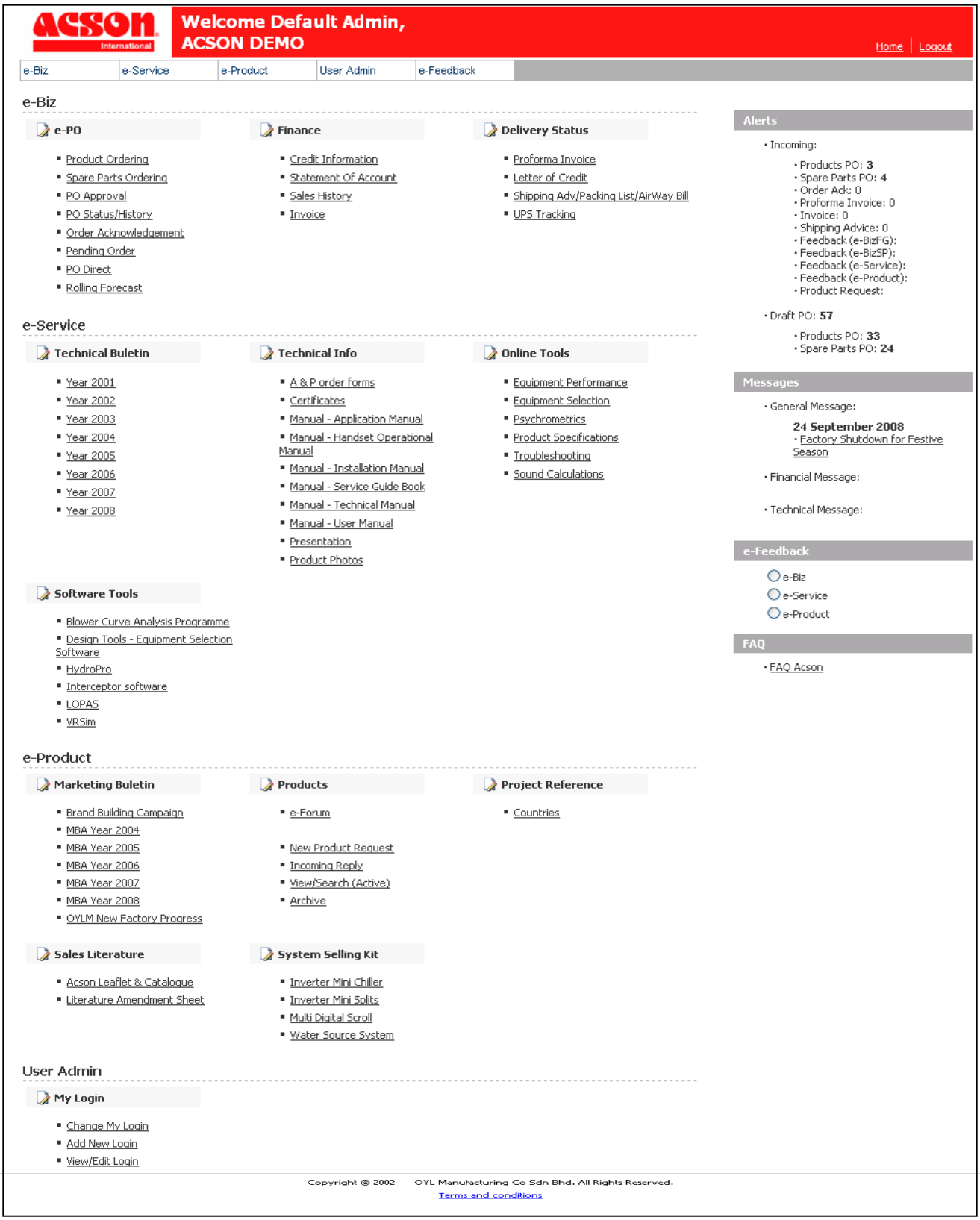


Figure 3.1 e-Distributor Main Page

3.1 Page Header

Page Header exists in every page. (Refer to **Figure 3.2**).

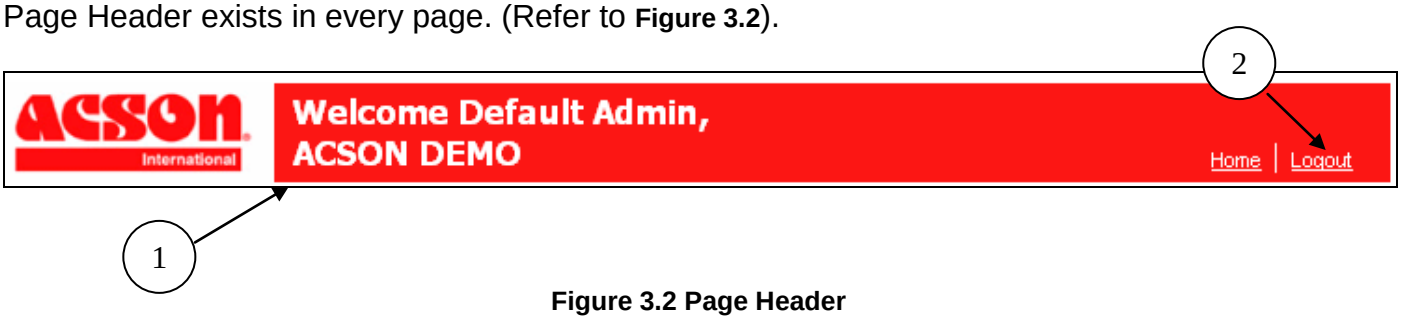
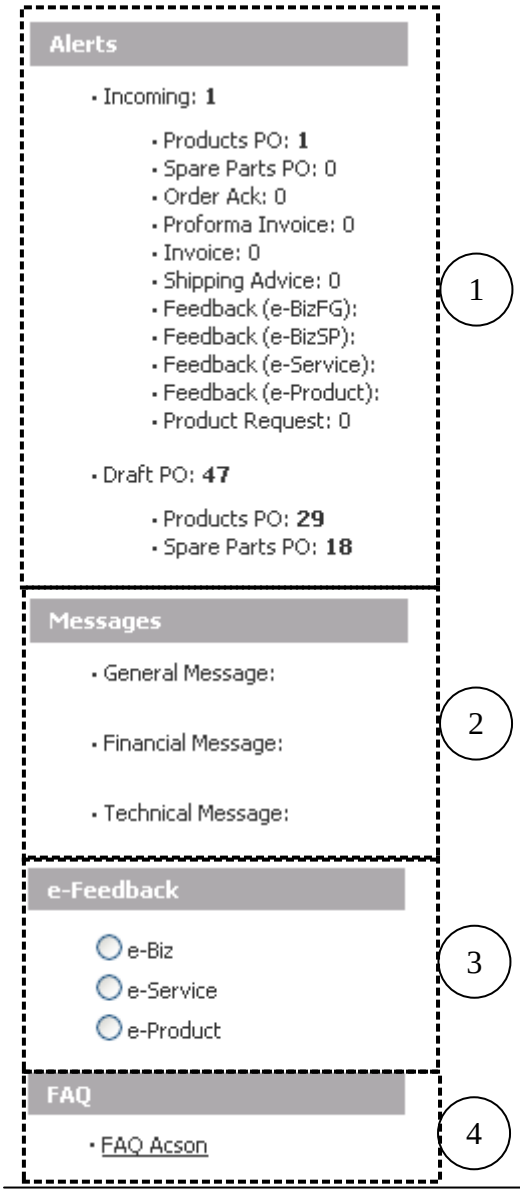


Figure 3.2 Page Header

1) Displaying dealer name.
2) Logout function – end your e-Distributor session.

3.2 Side Menu

Side Menu is divided into 3 parts which are Menu List, Incoming Inbox and Draft PO Inbox. (Refer to **Figure 3.3**)



1) **Alerts.** This column consists of Incoming Inbox and Draft PO Inbox. Incoming Inbox indicates you the new incoming/updated documents. Draft PO Box indicates you there is some PO that is in Draft status and you need to approve them and hence they will be sent to OYLM.
2) **Messages.** This column indicates you the new General Message, Financial Message and Technical Message.
3) **e-Feedback**. This column consists of e-Biz, e-Service and e-Product. Click on the option, sub-list will be shown. Refer to **Figure 3.2(b)**. Click on the sub-list, you will be redirected to the page.
4) **FAQ**. This column consists of FAQ Acson. Click on the hyperlink, you will be redirected to the Frequently Asked Question page.

Figure 3.3 Side Menu

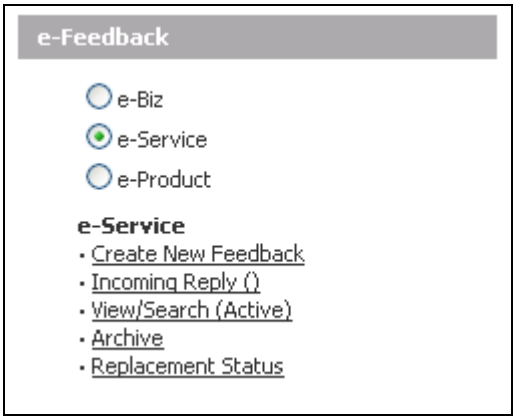


Figure 3.4(a)

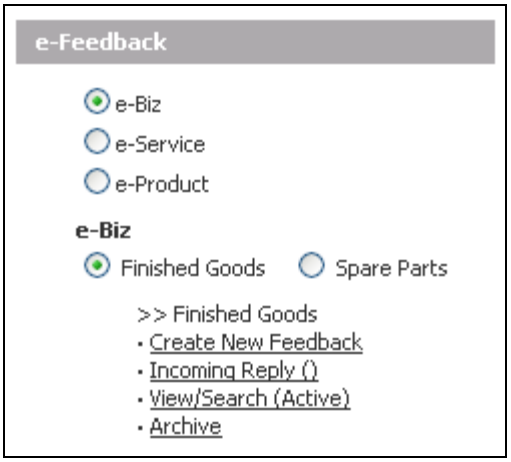


Figure 3.4(b)

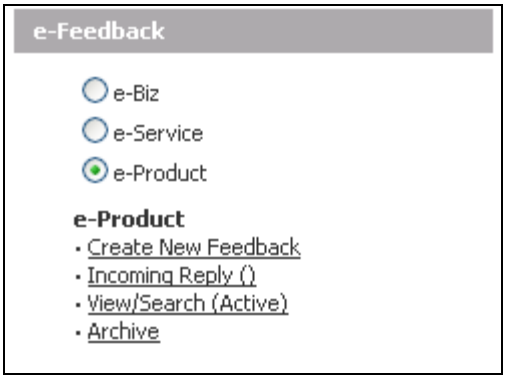


Figure 3.4(c)

Figure 3.4 Side Menu – Sub Menu List

3.3 Page Content

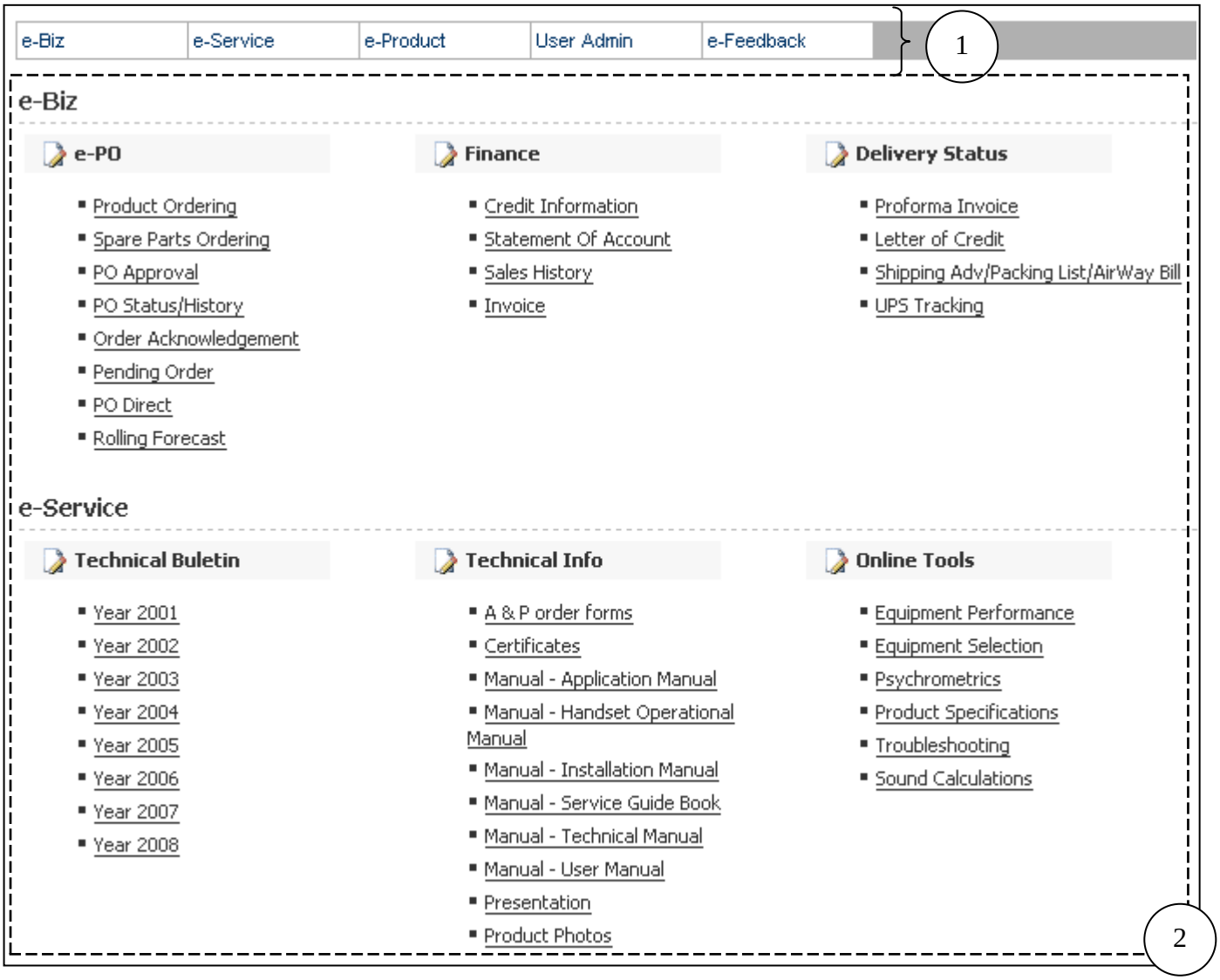


Figure 3.5(a)

Figure 3.5(b)

Figure 3.5 Page Content

1) Top menu list
2) Hyperlink to each function/feature in e-Distributor.

3.4 Page Footer

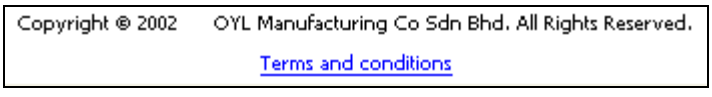


Figure 3.6 Page Footer

4.0 Purchase Order

Purchase Order section allows you to purchase products (air conditioner), spare parts and buffer stock products. Every purchase order (PO) created is as Draft status, therefore *PO Approval* feature allows you to approve PO and send them to OYLM.

Purchase Order section also provides facility for you to check your PO status and history at *PO Status/History*.

Beside, Purchase Order section also allows you to check you Order Acknowledgement document and Pending Order document.

You can access to Purchase Order section through e-Distributor Main Page (Refer to **Figure 4.1(a)**) or Side Menu List (Refer to **Figure 4.1(b)**).

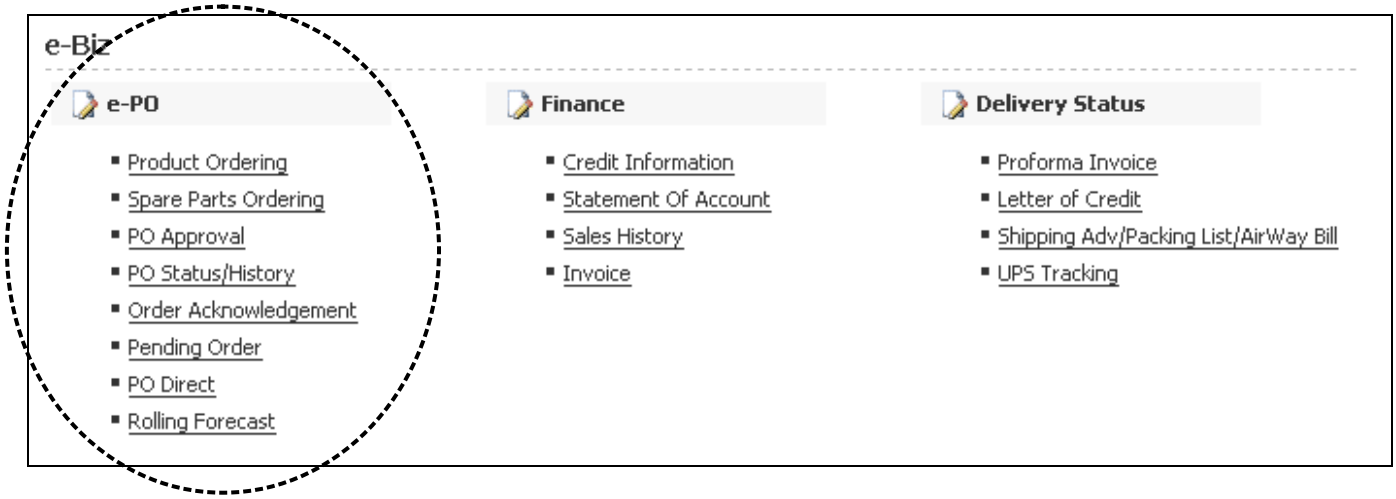


Figure 4.1(a) Through e-Distributor Main Page

** Click on the hyperlink under Purchase Order, and you will be redirected to that sub-section main page.*

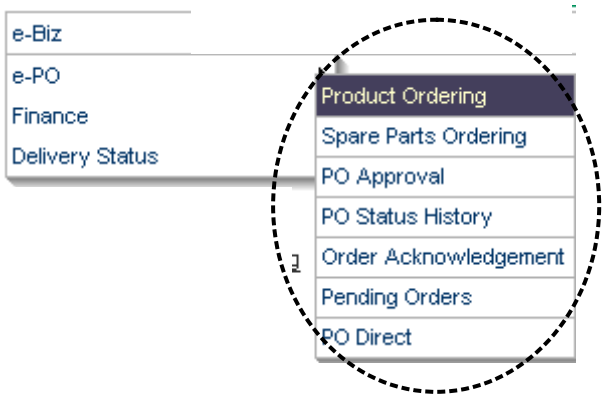


Figure 4.1(b) Sub Menu List

** Click on the sub menu list, and you will be redirected to that sub-section main page.*

4.1 Products (Create Products Purchase Order)

In this sub-section, steps on creating Products Purchase Order (PO) are shown as follow.

Step 1 – Select Product and Input Quantity

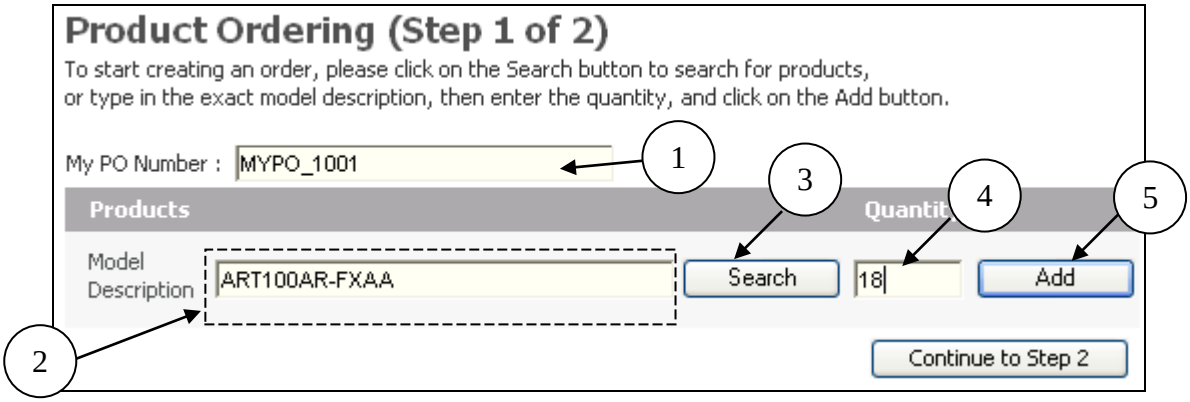


Figure 4.2 Select Product and Input Quantity

1) My PO Number: if you have your own PO reference number, you can enter here. (Optional)
2) Model Description: if you know the exact model description, you can enter here; else click on "**Search**" to find out the product model you would like to purchase.
3) Click on button "Search" to pop-up Product Model Search screen.
4) Input the quantity that you like to purchase. (1 ~ 99999 units)
5) Once you have your model and quantity, click this "**Add**" button to add the product into Product List.

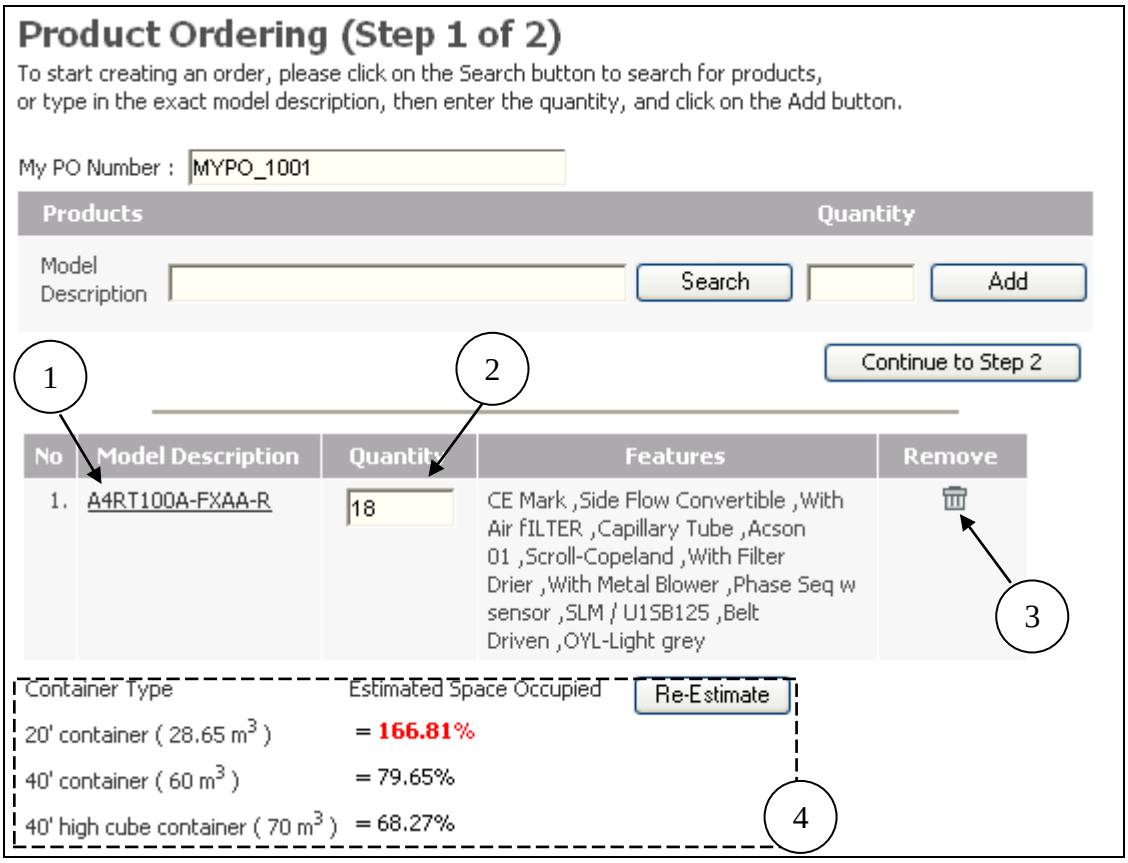

Product Ordering (Step 1 of 2)
To start creating an order, please click on the Search button to search for products,
or type in the exact model description, then enter the quantity, and click on the Add button.
My PO Number : MYPO_1001
Products
Quantity
Model Description
Search
Add
Continue to Step 2
1
2
No
Model Description
Quantity
Features
Remove
1.
A4RT100A-FXAA-R
18
CE Mark ,Side Flow Convertible ,With Air fILTER ,Capillary Tube ,Acson 01 ,Scroll-Copeland ,With Filter Drier ,With Metal Blower ,Phase Seq w sensor ,SLM / U1SB125 ,Belt Driven ,OYL-Light grey
3
Container Type
Estimated Space Occupied
Re-Estimate
20' container (28.65 m3)
= 166.81%
40' container (60 m3)
= 79.65%
40' high cube container (70 m3)
= 68.27%
4

Figure 4.3 Product was added into Product List

1) Click on the Model Description to view the product details.
2) You can change the Quantity at anytime.
3) Click on the “Trash” icon to remove product from list.
4) This column provides information about space occupied in different container type. If u changed the product quantity, click on “Re-Estimate” to refresh the calculation.

** Repeat **Step 1** to add more products.*

Step 2 – Click to Precede Next Step

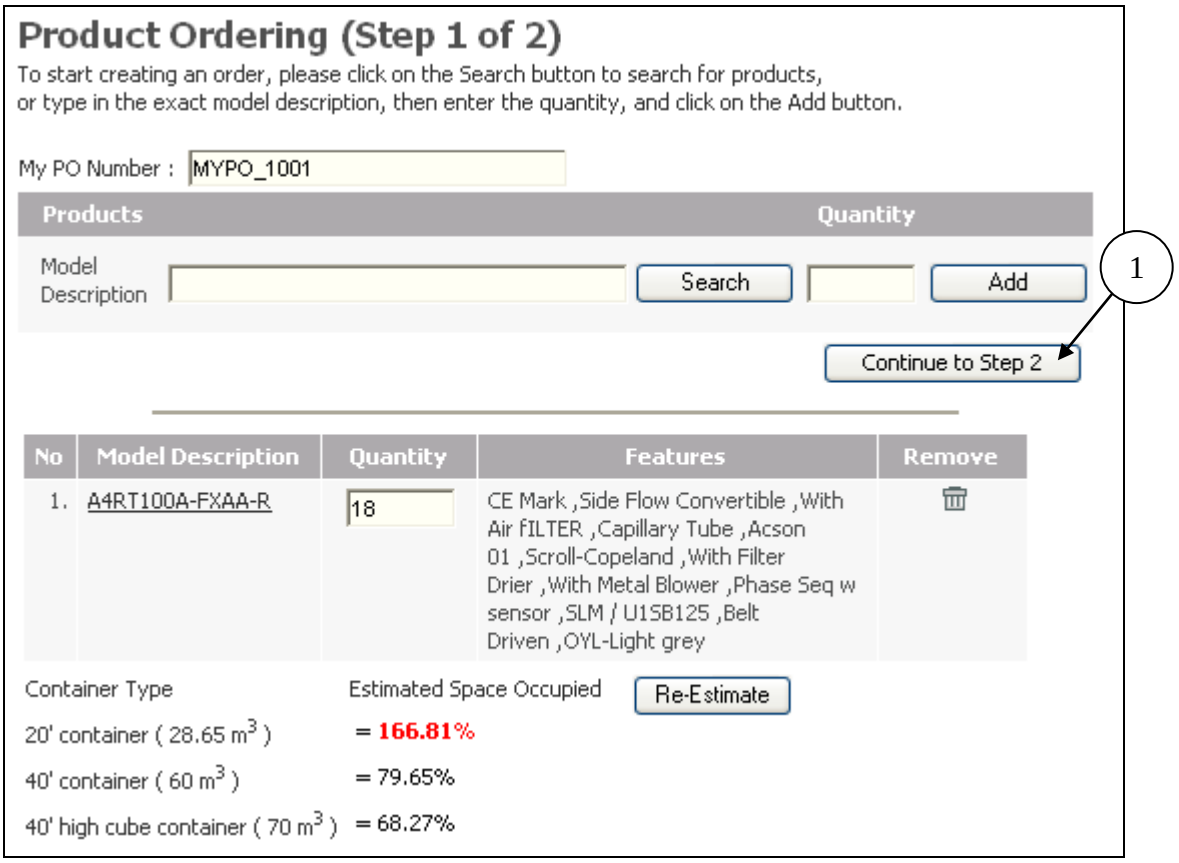

Product Ordering (Step 1 of 2)
To start creating an order, please click on the Search button to search for products,
or type in the exact model description, then enter the quantity, and click on the Add button.
My PO Number : MYPO_1001
Products
Quantity
Model Description
Search
Add
1
Continue to Step 2
No
Model Description
Quantity
Features
Remove
1. A4RT100A-FXAA-R
18
CE Mark ,Side Flow Convertible ,With Air fILTER ,Capillary Tube ,Acson 01 ,Scroll-Copeland ,With Filter Drier ,With Metal Blower ,Phase Seq w sensor ,SLM / U1SB125 ,Belt Driven ,OYL-Light grey
Container Type
Estimated Space Occupied
Re-Estimate
20' container (28.65 m3)
= 166.81%
40' container (60 m3)
= 79.65%
40' high cube container (70 m3)
= 68.27%

Figure 4.4 Click to Precede Next Step

1) Click on “Continue to Step 2” to proceed to next screen.

If there is no product in the Product List, message will be prompted. (Refer to **Figure 4.5**)

Figure 4.5 Prompt Message – click OK to close

Step 3 – Input Delivery Information and Save Draft PO

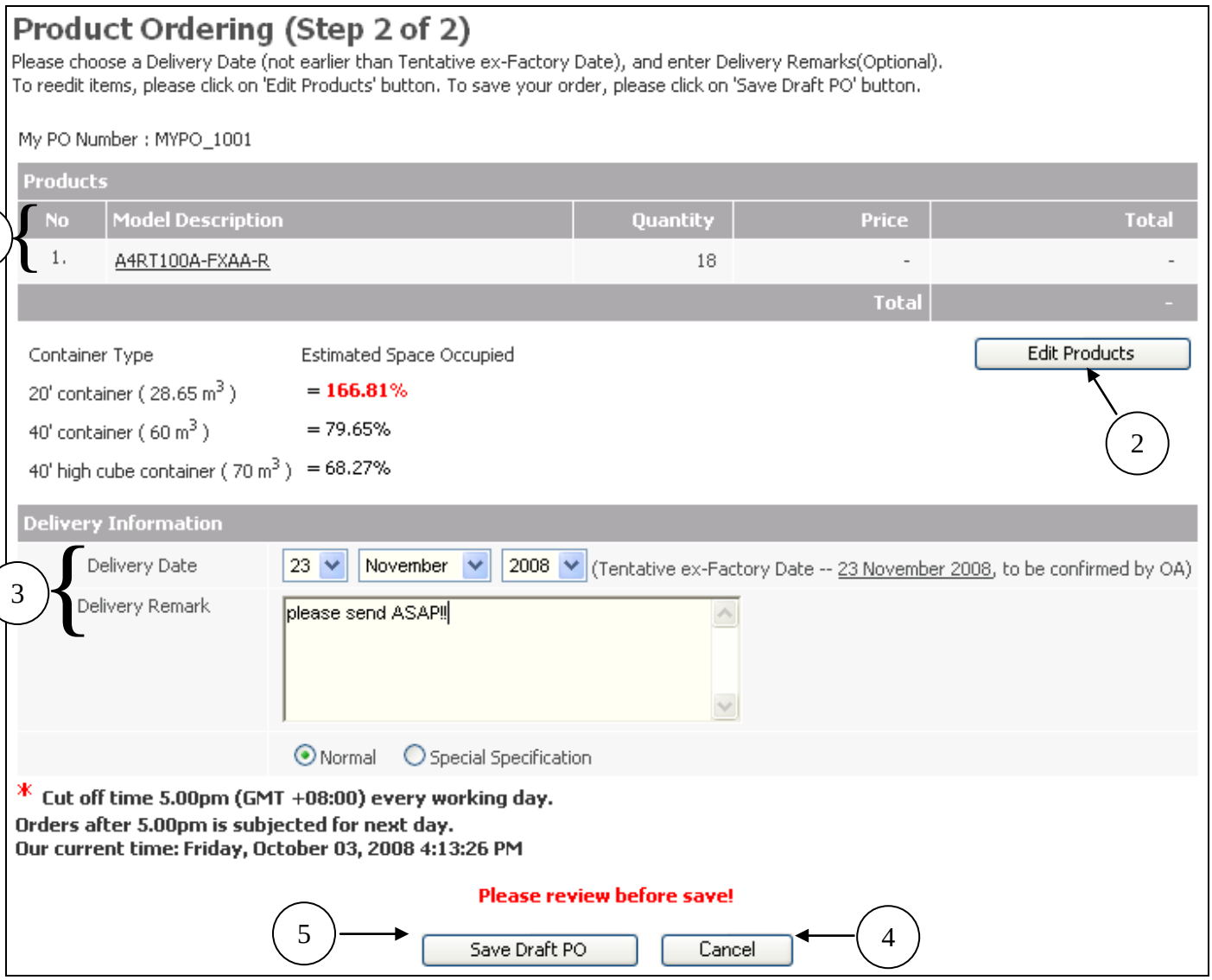


Figure 4.6 Delivery Information

1) The added products and pricing.
2) Click on “Edit Products” if you would like to edit our products list and quantity.
3) Input delivery information (Delivery Date and Delivery Remark)
4) Click on “Cancel”, confirmation message will be displayed if you would like to cancel creating the PO. (Refer to **Figure 4.7**)

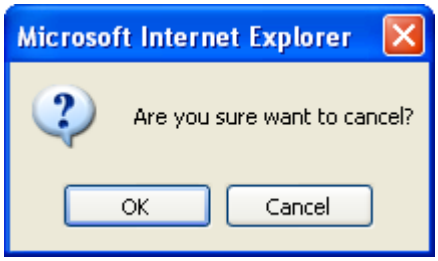


Figure 4.7 Cancel Confirmation

5) Click on “Save Draft PO”, purchase order will be saved as Draft (Refer **Figure 4.8**)

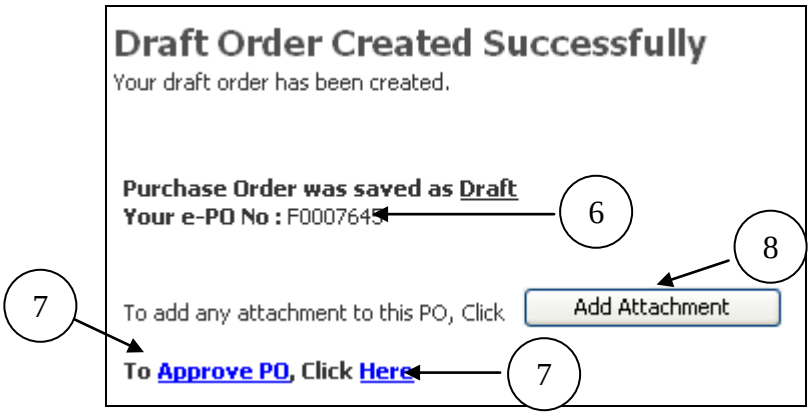


Figure 4.8 PO Saved as Draft

6) This is your e-PO Number.
7) Click on “Approve PO” or “Here” hyperlink, you will be redirected to **Products PO Approval** page. (For more information about “**Products PO Approval**”, please refer to Page 25)
8) Click on “Add Attachment” to add attachment. (Refer to **Figure 4.9**)

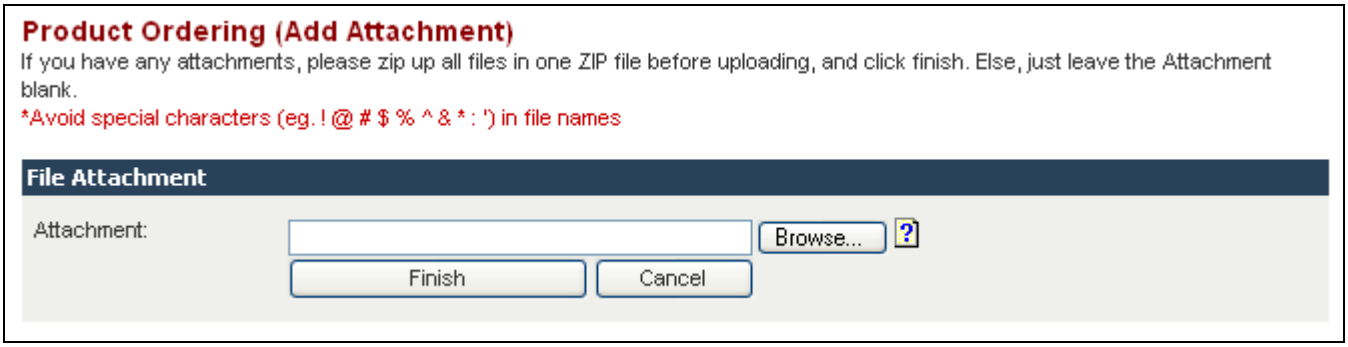

Product Ordering (Add Attachment)
If you have any attachments, please zip up all files in one ZIP file before uploading, and click finish. Else, just leave the Attachment blank.
*Avoid special characters (eg. ! @ # $ % ^ & * : ') in file names
File Attachment
Attachment:
Browse...
Finish
Cancel

Figure 4.9 Add Attachment

** e-PO Number starts with “F” indicates it’s a Products PO*

4.2 Spare Parts (Create Spare Parts Purchase Order)

In this sub-section, steps on creating Spare Parts Purchase Order (PO) are shown as follow.

Step 1: Search for spare part

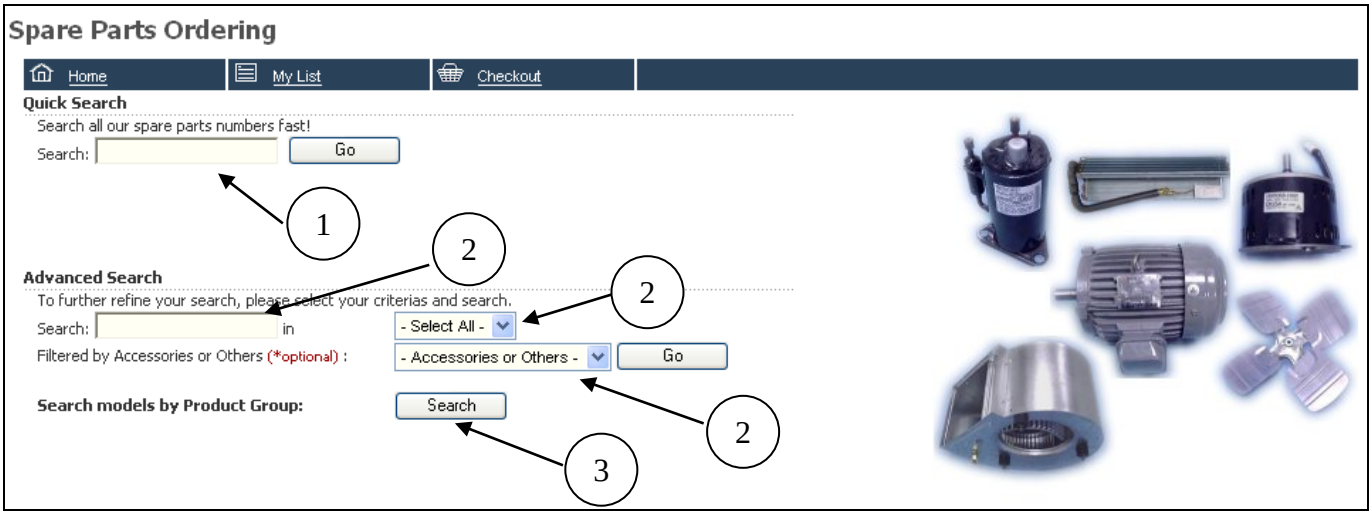


Figure 4.10 Spare Parts Ordering.

1) This column allows you to search the spare part by input the spare part number (refer to **Figure 4.13**).
2) This column allows you to search the part by either input the part's description or part number (refer to **Figure 4.11**). You can refine your searching by select the category of the parts (refer to **Figure 4.12**). After input in the column, click "Go". You will be redirected to next page (refer to **Figure 4.14**).
3) You also can search the models by product group by click on the "Search" (refer to **Figure 4.17**).

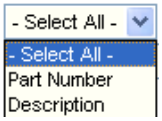


Figure 4.11 Part number or Description

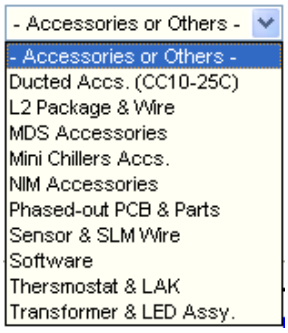


Figure 4.12 Selection of part category

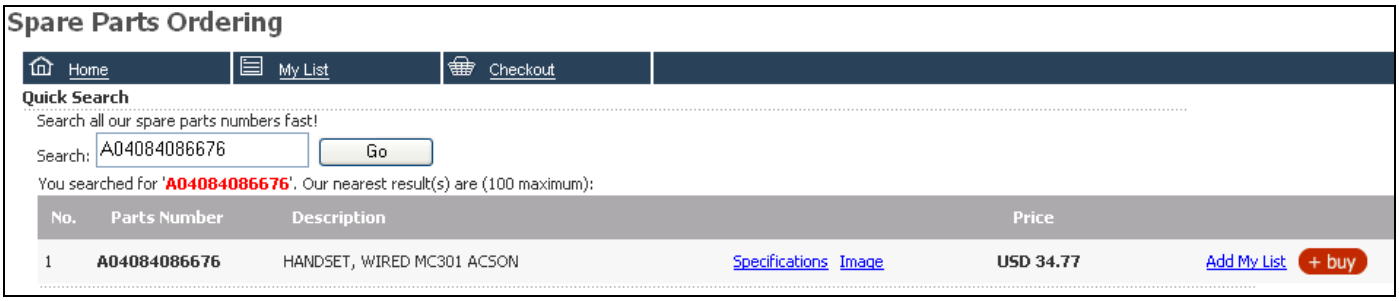

Spare Parts Ordering
Home
My List
Checkout
Quick Search
Search all our spare parts numbers fast!
Search: A04084086676
Go
You searched for 'A04084086676'. Our nearest result(s) are (100 maximum):
No. Parts Number Description Price
1 A04084086676 HANDSET, WIRED MC301 ACSON Specifications Image USD 34.77 Add My List + buy

Figure 4.13 Searched result by part number

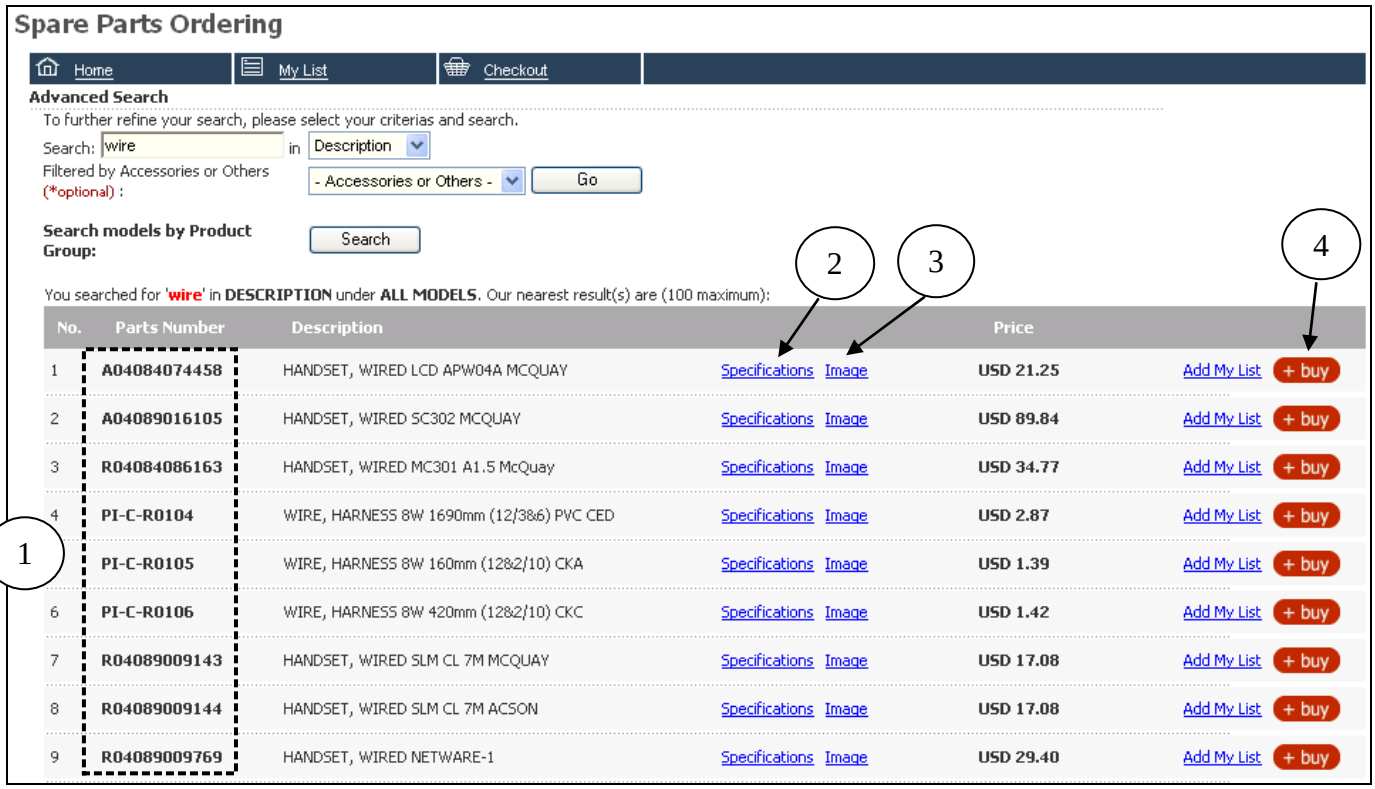

Spare Parts Ordering
Home
My List
Checkout
Advanced Search
To further refine your search, please select your criterias and search.
Search: wire in Description
Filtered by Accessories or Others (*optional) :
- Accessories or Others -
Go
Search models by Product Group:
Search
You searched for 'wire' in DESCRIPTION under ALL MODELS. Our nearest result(s) are (100 maximum):
No. Parts Number Description Price
1 A04084074458 HANDSET, WIRED LCD APW04A MCQUAY Specifications Image USD 21.25 Add My List + buy
2 A04089016105 HANDSET, WIRED SC302 MCQUAY Specifications Image USD 89.84 Add My List + buy
3 R04084086163 HANDSET, WIRED MC301 A1.5 McQuay Specifications Image USD 34.77 Add My List + buy
4 PI-C-R0104 WIRE, HARNESS 8W 1690mm (12/3&6) PVC CED Specifications Image USD 2.87 Add My List + buy
PI-C-R0105 WIRE, HARNESS 8W 160mm (12&2/10) CKA Specifications Image USD 1.39 Add My List + buy
6 PI-C-R0106 WIRE, HARNESS 8W 420mm (12&2/10) CKC Specifications Image USD 1.42 Add My List + buy
7 R04089009143 HANDSET, WIRED SLM CL 7M MCQUAY Specifications Image USD 17.08 Add My List + buy
8 R04089009144 HANDSET, WIRED SLM CL 7M ACSON Specifications Image USD 17.08 Add My List + buy
9 R04089009769 HANDSET, WIRED NETWARE-1 Specifications Image USD 29.40 Add My List + buy
1
2
3
4

Figure 4.14 Searched results

1) This rows show the parts number of the parts.
2) Click on this to view the spare part specifications (refer to **Figure 4.15**).
3) Click on this to view the spare part picture (refer to **Figure 4.16**).
4) To buy the part, click on the “buy”. You will be redirected to spare part ordering page (refer to **Figure 4.19**).

Figure 4.15 Spare part details

Figure 4.16 Spare part image

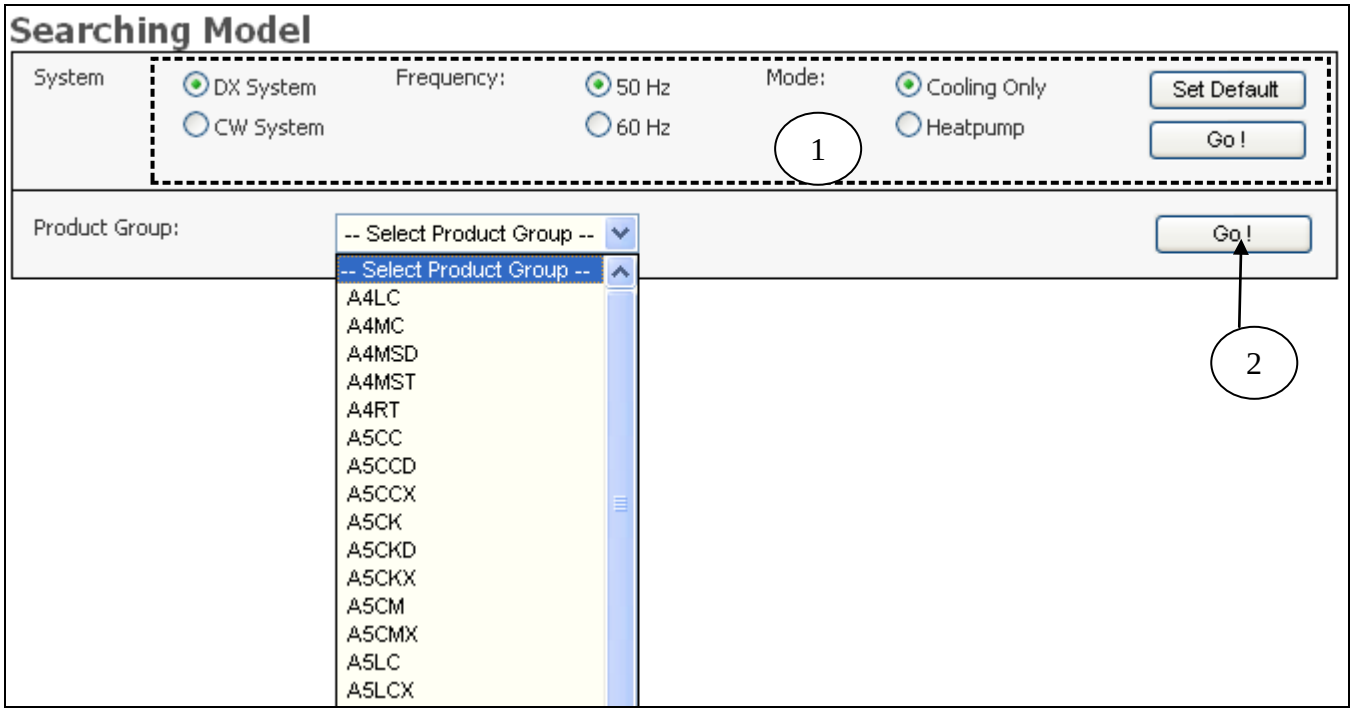


Figure 4.17 Search models by product group

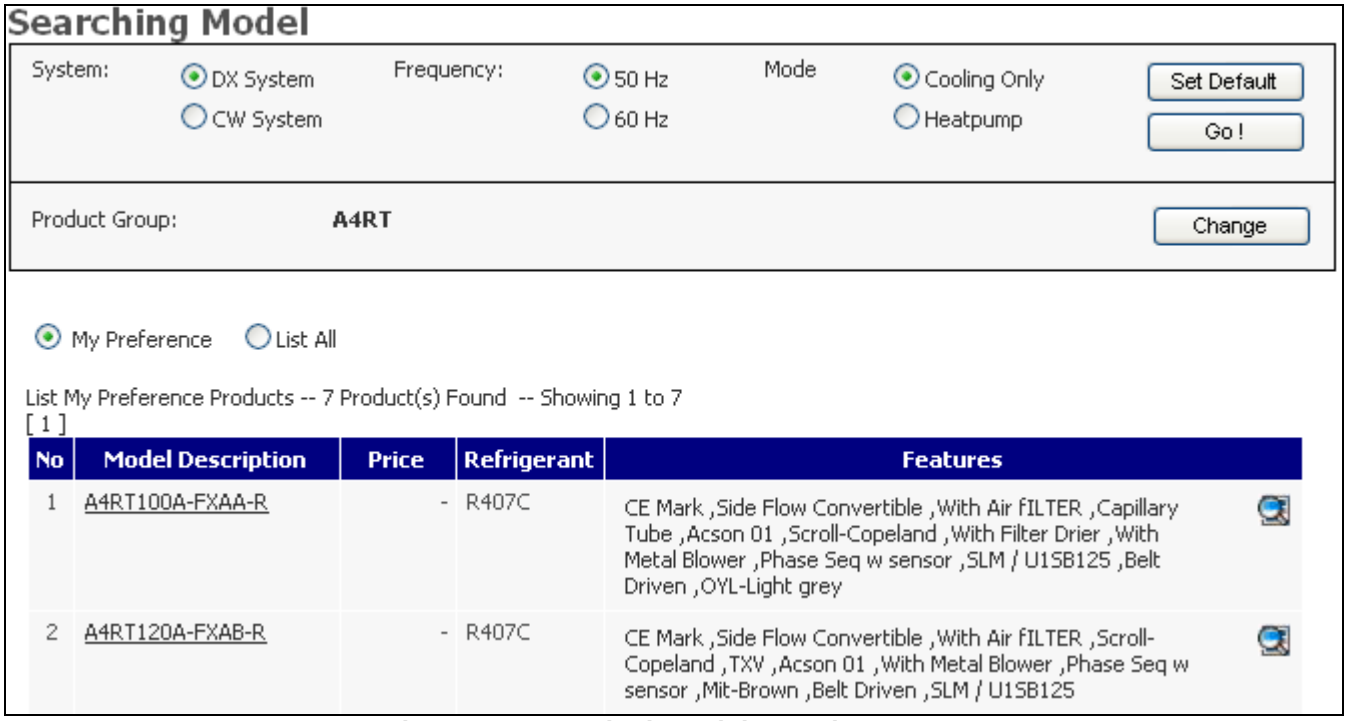


Figure 4.18 Searched result by product group

1) Search the model by input the model detail accordingly. Then click “Go”.
2) Choose the product group. Then click “Go”. The searched result shown in **Figure 4.18**

Step 2: To create spare part PO

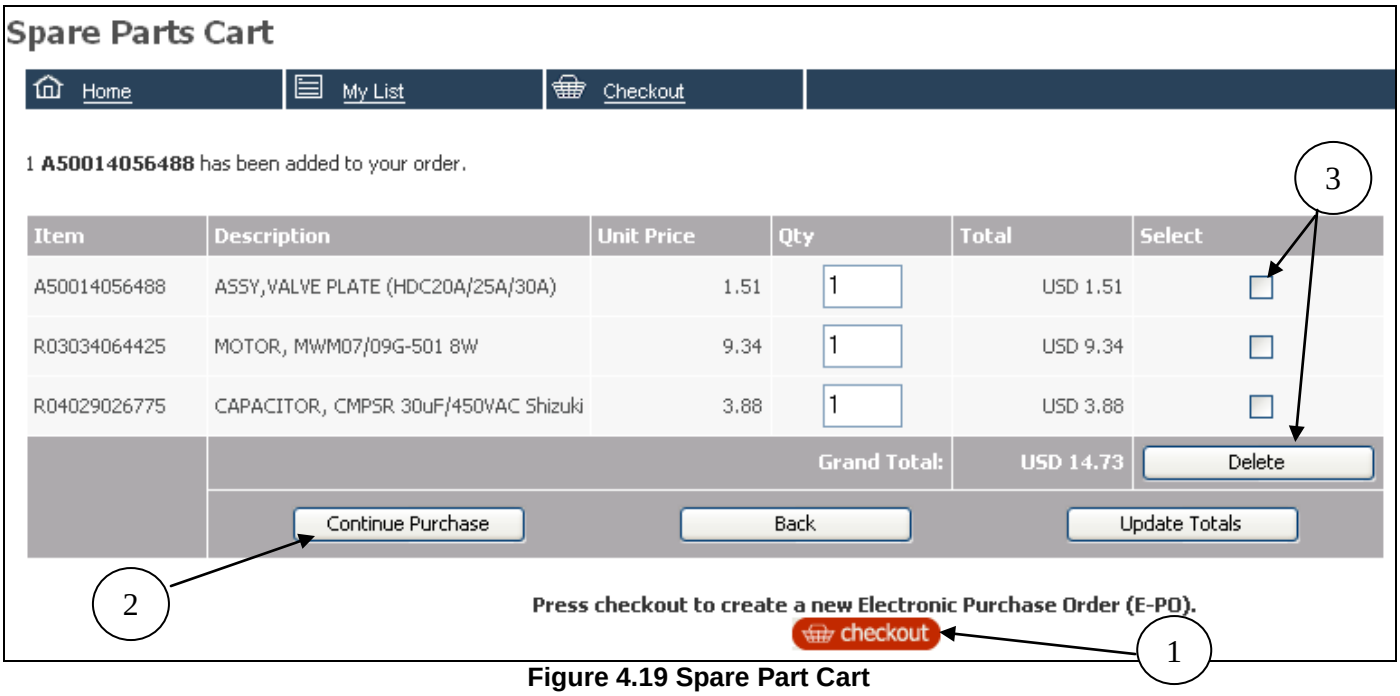


Figure 4.19 Spare Part Cart

1) Click on “checkout” to purchase the part. You will be redirected to next page (refer to **Figure 4.20**).
2) To continue purchase another part, click on “Continue Purchase”. You will be redirected to spare part ordering page (refer to **Figure 4.10**).
3) To delete the part from order, select the specified part and click “delete”.

Step 3: Input delivery information and save draft PO

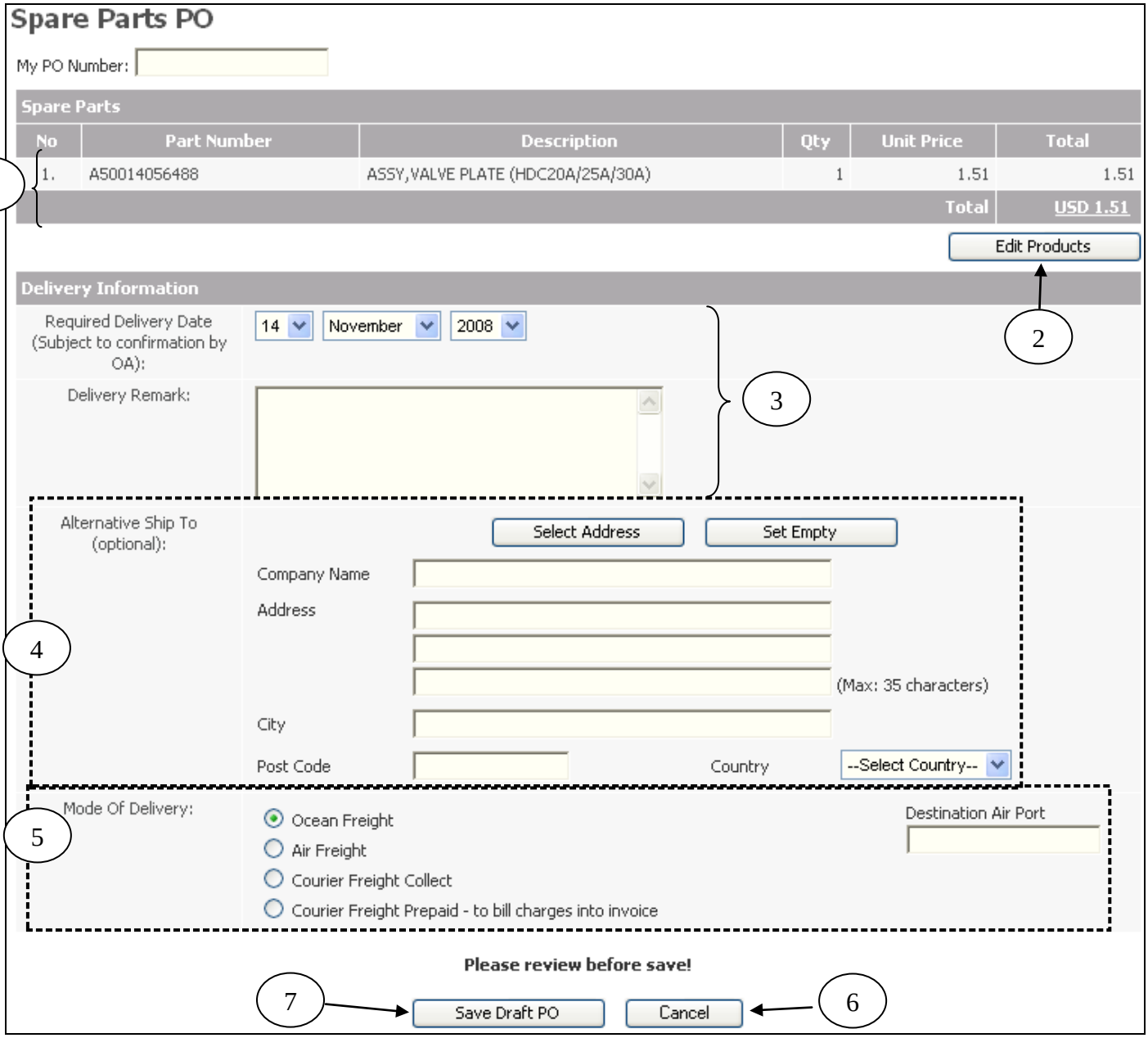


Figure 4.20 Spare part PO

1) The added products and pricing.
2) Click on “Edit Products” if you would like to edit our products list and quantity.
3) Input delivery information (Delivery Date and Delivery Remark)
4) Input the alternative shipment address (optional).
5) Select the delivery mode.
6) Click on “Cancel”, confirmation message will be displayed if you would like to cancel creating the PO. (Refer to **Figure 4.21**)

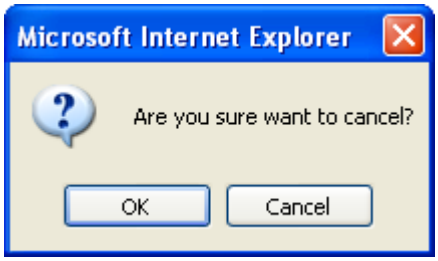


Figure 4.21 Cancel Confirmation

7) Click on “Save Draft PO”, purchase order will be saved as Draft (Refer **Figure 4.22**)

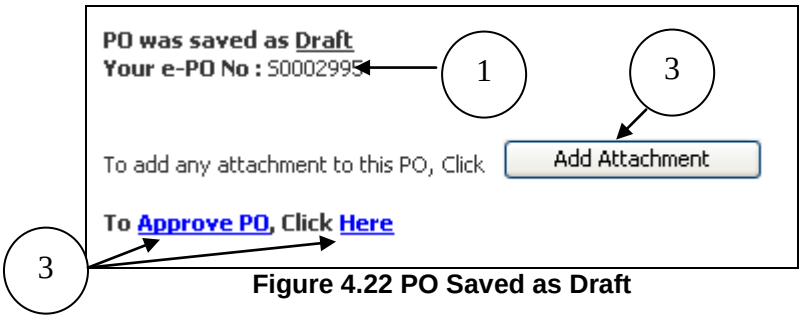


Figure 4.22 PO Saved as Draft

1) This is your e-PO Number.
2) Click on “Approve PO” or “Here” hyperlink, you will be redirected to **Products PO Approval** page. (For more information about “**Products PO Approval**”, please refer to Page 25)
3) Click on “Add Attachment” to add attachment. (**refer to Figure 4.23**)

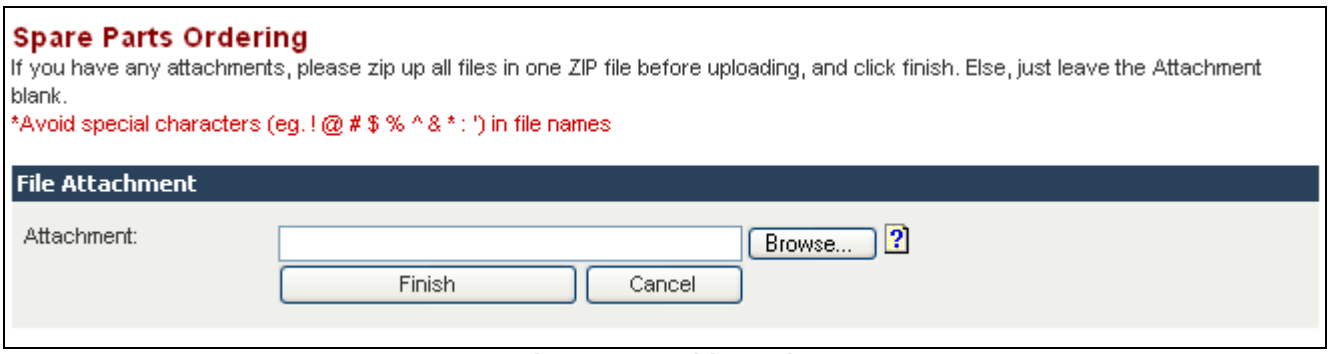

Spare Parts Ordering
If you have any attachments, please zip up all files in one ZIP file before uploading, and click finish. Else, just leave the Attachment blank.
*Avoid special characters (eg. ! @ # $ % ^ & * : ') in file names
File Attachment
Attachment:
Browse...
Finish
Cancel

Figure 4.23 Add attachments

** e-PO Number starts with “S” indicates it’s a Spare Part PO*

4.3 PO Approval (Products)

In this sub-section, you will be able to approve and send drafted Product PO to OYLM.

The following are the steps of approving purchase order.

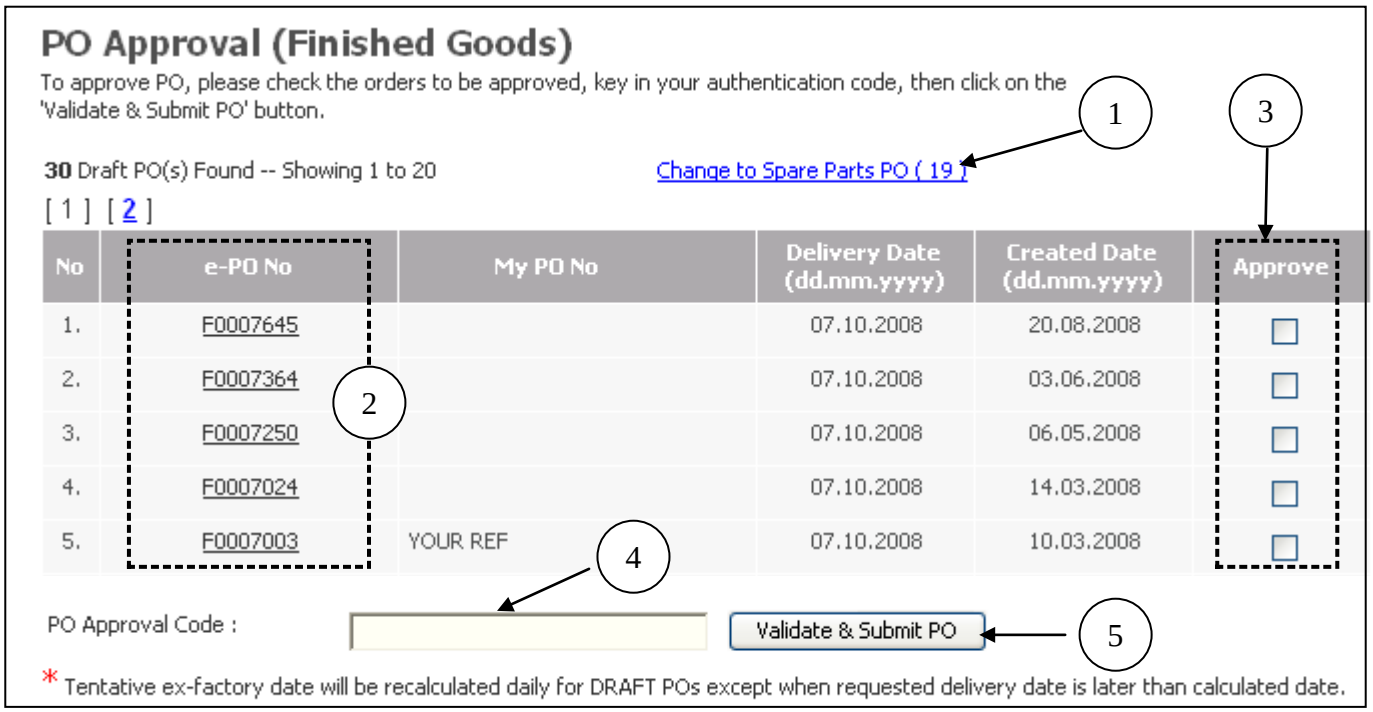

PO Approval (Finished Goods)
To approve PO, please check the orders to be approved, key in your authentication code, then click on the 'Validate & Submit PO' button.
30 Draft PO(s) Found -- Showing 1 to 20
Change to Spare Parts PO (19)
[1] [2]
No
e-PO No
My PO No
Delivery Date (dd.mm.yyyy)
Created Date (dd.mm.yyyy)
Approve
1. F0007645 07.10.2008 20.08.2008
2. F0007364 07.10.2008 03.06.2008
3. F0007250 07.10.2008 06.05.2008
4. F0007024 07.10.2008 14.03.2008
5. F0007003 YOUR REF 07.10.2008 10.03.2008
PO Approval Code :
Validate & Submit PO
* Tentative ex-factory date will be recalculated daily for DRAFT POs except when requested delivery date is later than calculated date.
1
2
3
4
5

Figure 4.24 PO Approval for Products

1) Click on this hyperlink, you will be redirected to **Spare Part PO Approval**. (Refer to page 28).
2) Click on the “e-PO No”, you will be able to see the PO details (refer to **Figure 4.25**).
3) Tick any drafted PO you would like to approve.
4) Input your PO Approval Code for authentication verifying.
5) Click on “Validate & Submit PO” to verify the PO Approval Code and send the PO to OYL. If PO Approval Code is incorrect, message will be prompted. (Refer to **Figure 4.26**). Else PO will be updated as “Approved” status and sent to OYLM. (Refer to **Figure 4.27**).

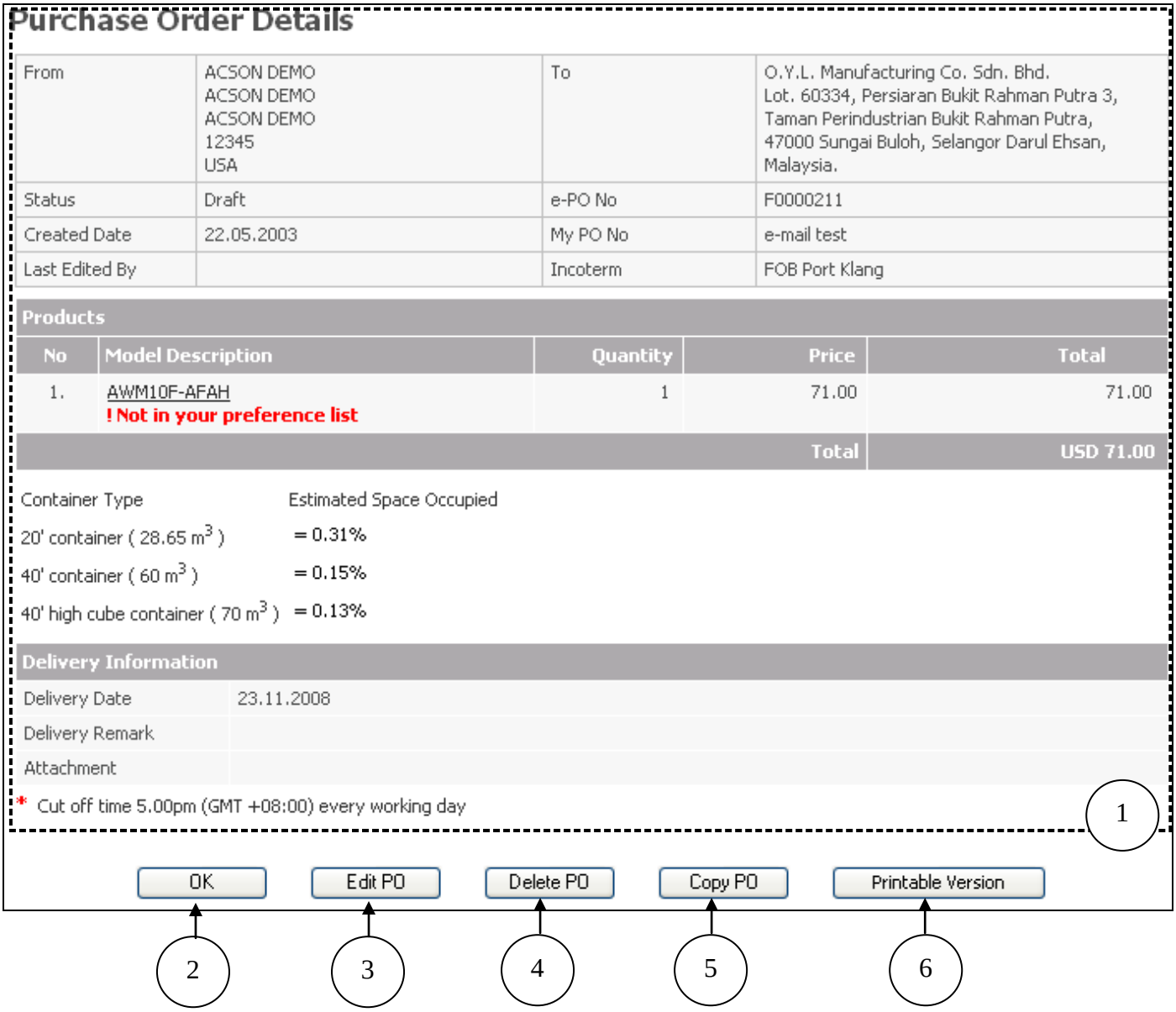


Figure 4.25 Product PO details

1) PO Details.
2) Click on “OK”, you will be redirected to Products PO Approval Page.
3) Click on “**Edit PO**”, you will be able to edit this drafted PO. Only Drafted PO is allowed to be edited.
4) Click on “Delete PO”, confirmation message will be displayed if you would like to delete this PO.
5) Click on “**Copy PO**”, you will be able to copy the current PO Details (Products and Delivery Information) into a New PO.
6) Click on “Printable Version”, new screen will be pop-up with the PO Details and allows you to print.

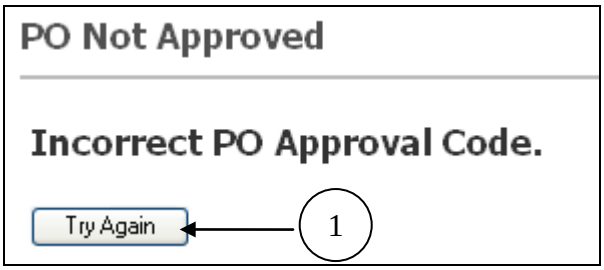


Figure 4.26 Incorrect PO Approval Code

1) Click on “Try Again” to re-enter the PO Approval Code.

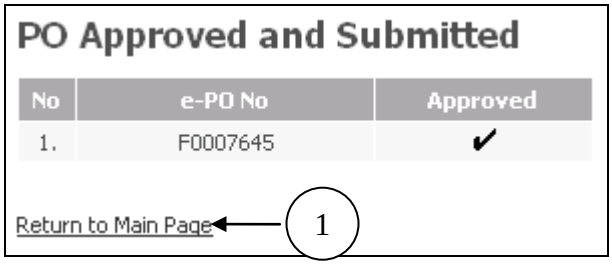


Figure 4.27 PO Approved and Sent

1) Click on “Return to Main Page” hyperlink, you will be redirected to e-Distributor Main Page.

4.4 PO Approval (Spare Parts)

In this sub-section, you will be able to approve and send drafted Spare Parts PO to OYLM.

The following are the steps of approving purchase order.

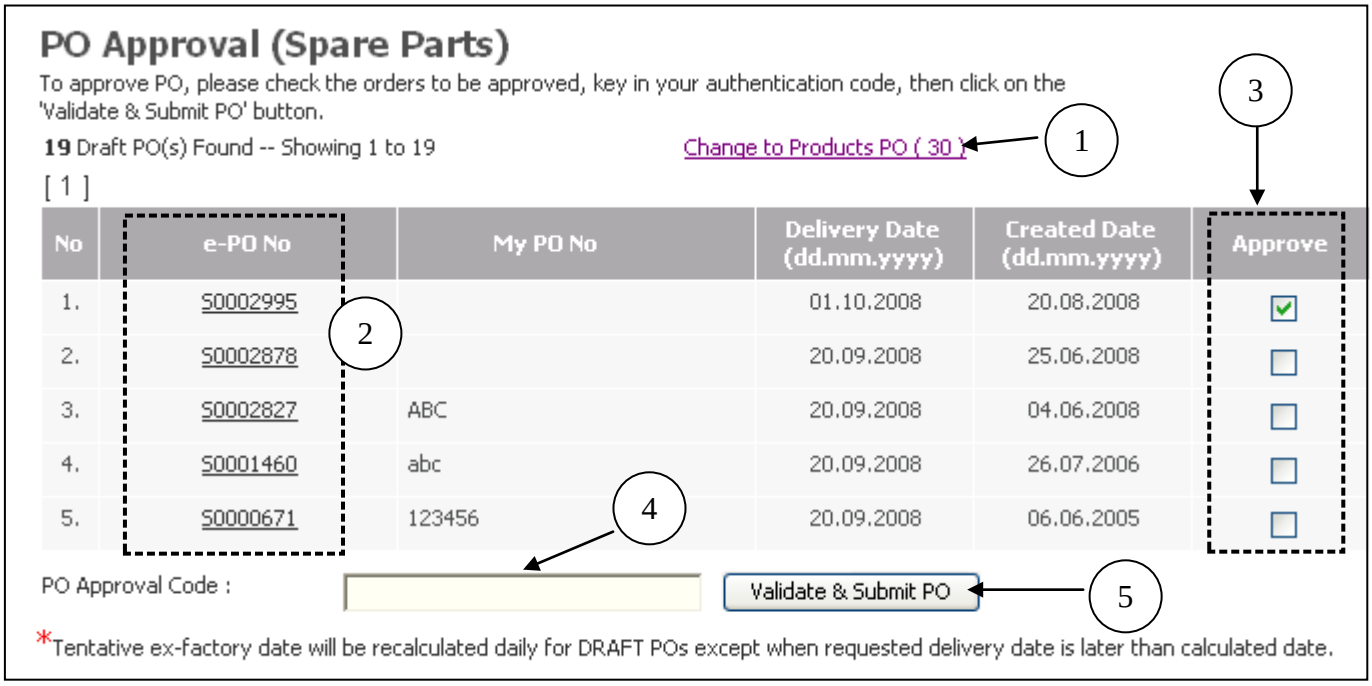

PO Approval (Spare Parts)
To approve PO, please check the orders to be approved, key in your authentication code, then click on the 'Validate & Submit PO' button.
19 Draft PO(s) Found -- Showing 1 to 19
Change to Products PO (30)
[1]
No
e-PO No
My PO No
Delivery Date (dd.mm.yyyy)
Created Date (dd.mm.yyyy)
Approve
1. S0002995 01.10.2008 20.08.2008
2. S0002878 20.09.2008 25.06.2008
3. S0002827 ABC 20.09.2008 04.06.2008
4. S0001460 abc 20.09.2008 26.07.2006
5. S0000671 123456 20.09.2008 06.06.2005
PO Approval Code :
Validate & Submit PO
*Tentative ex-factory date will be recalculated daily for DRAFT POs except when requested delivery date is later than calculated date.
1
2
3
4
5

Figure 4.28 PO Approval for Spare Part

1) Click on this hyperlink, you will be redirected to **Product PO Approval.** (Page 25).
2) Click on “e-PO No”, you will be able to see the PO Details. (Refer to **Figure 4.29**)
3) Tick any drafted PO you would like to approve.
4) Input your PO Approval Code for authentication verifying.
5) Click on “Validate & Submit PO” to verify the PO Approval Code and send the PO to OYLM. If PO Approval Code is incorrect, message will be prompted. (Refer to **Figure 4.30**). Else PO will be updated as “Approved” status and sent to OYLM. (Refer to **Figure 4.31**)

Figure 4.29 Spare Part PO details

1) PO Details.
2) Click on “OK”, you will be redirected to Products PO Approval Page.
3) Click on “**Edit PO**”, you will be able to edit this drafted PO. Only Drafted PO is allowed to be edited.
4) Click on “Delete PO”, confirmation message will be displayed if you would like to delete this PO.
5) Click on “**Copy PO**”, you will be able to copy the current PO Details (Products and Delivery Information) into a New PO.
6) Click on “Printable Version”, new screen will be pop-up with the PO Details and allows you to print.

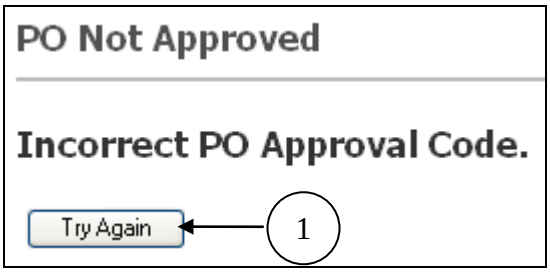


Figure 4.30 Incorrect PO Approval Code

1) Click on “Try Again” to re-enter the PO Approval Code.

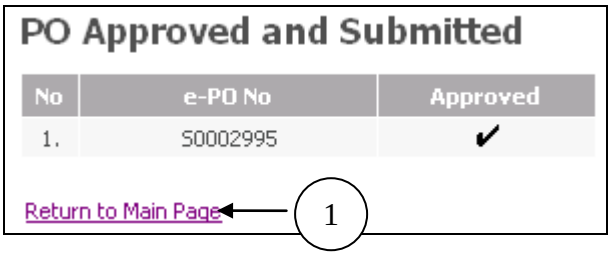


Figure 4.31 PO Approved and Sent

1) Click on “Return to Main Page” hyperlink, you will be redirected to e-Distributor Main Page.

4.5 PO Status/History (Products)

In this sub-section, you are able to check your PO status and history. Various searching methods are provided.

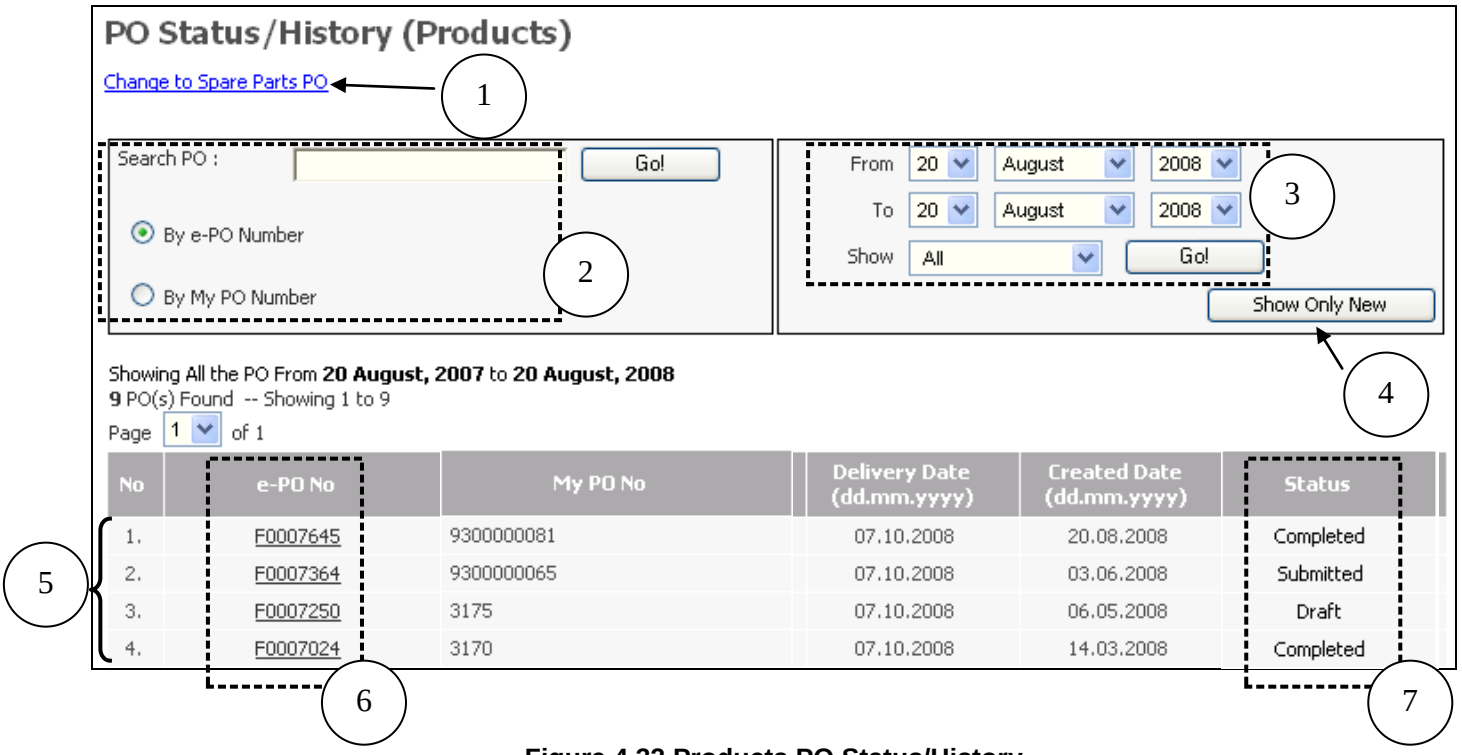


Figure 4.32 Products PO Status/History

1) Click on this hyperlink, you will be redirected to **Spare Parts PO Approval**. (Refer to Page 28)
2) Select searching type, input your search key and then click on “Go!” POs that contain search key will be listed.
3) Searching PO by its create date range and status
4) Click on “Show Only New”, new updated PO will be listed.
5) Search results are listed here.
6) Click on “e-PO No” hyperlink, you will be able to view the PO details. (Refer to **Figure 4.33**)
7) The current status of PO. (Refer to Appendix I for PO Status Description)

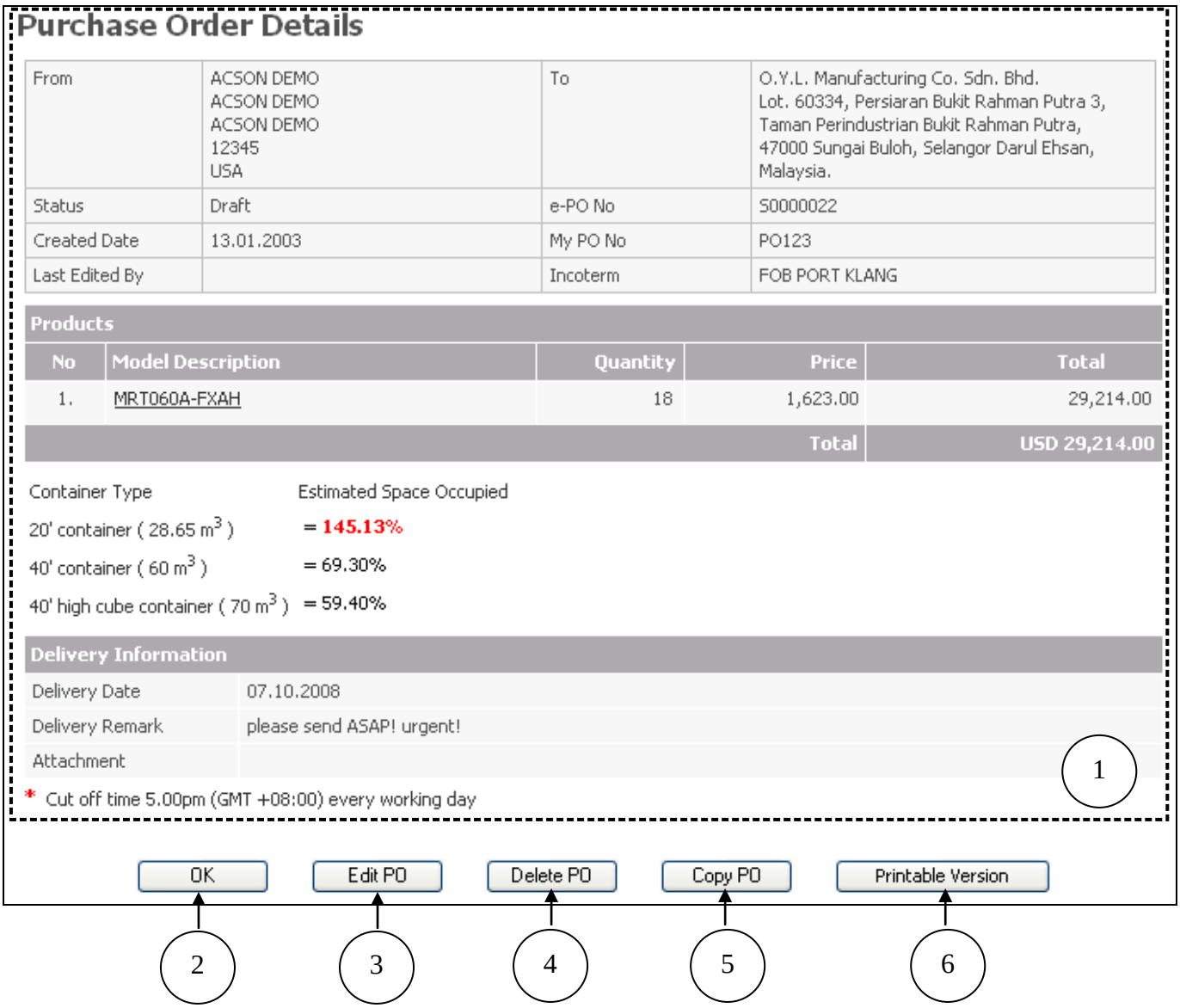


Figure 4.33 Product PO details

1) PO Details.
2) Click on “OK”, you will be redirected to Products PO Approval Page.
3) Click on “**Edit PO**”, you will be able to edit this drafted PO. Only Drafted PO is allowed to be edited.
4) Click on “Delete PO”, confirmation message will be displayed if you would like to delete this PO.
5) Click on “**Copy PO**”, you will be able to copy the current PO Details (Products and Delivery Information) into a New PO.
6) Click on “Printable Version”, new screen will be pop-up with the PO Details and allows you to print.

4.6 PO Status/History (Spare Parts)

In this sub-section, you are able to check your PO status and history. Various searching methods are provided.

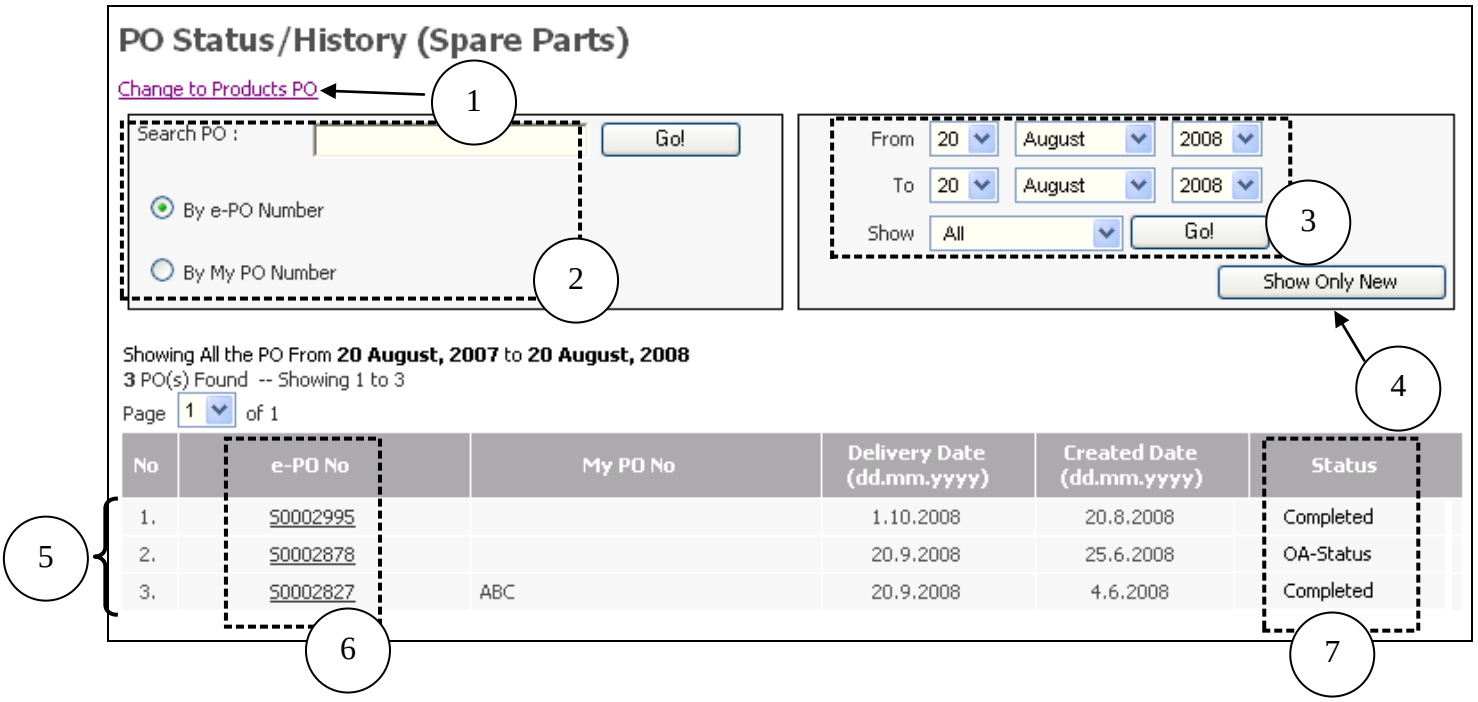


Figure 4.34 Spare Part PO Status/History

1) Click on this hyperlink, you will be redirected to **Products PO Approval**. (Refer to Page 25)
2) Select searching type, input your search key and then click on “Go!” POs that contain search key will be listed.
3) Searching PO by its create date range and status
4) Click on “Show Only New”, new updated PO will be listed.
5) Search results are listed here.
6) Click on “e-PO No” hyperlink, you will be able to view the PO details. (Refer to **Figure 4.35**)
7) The current status of PO. (Refer to Appendix I for PO Status Description)

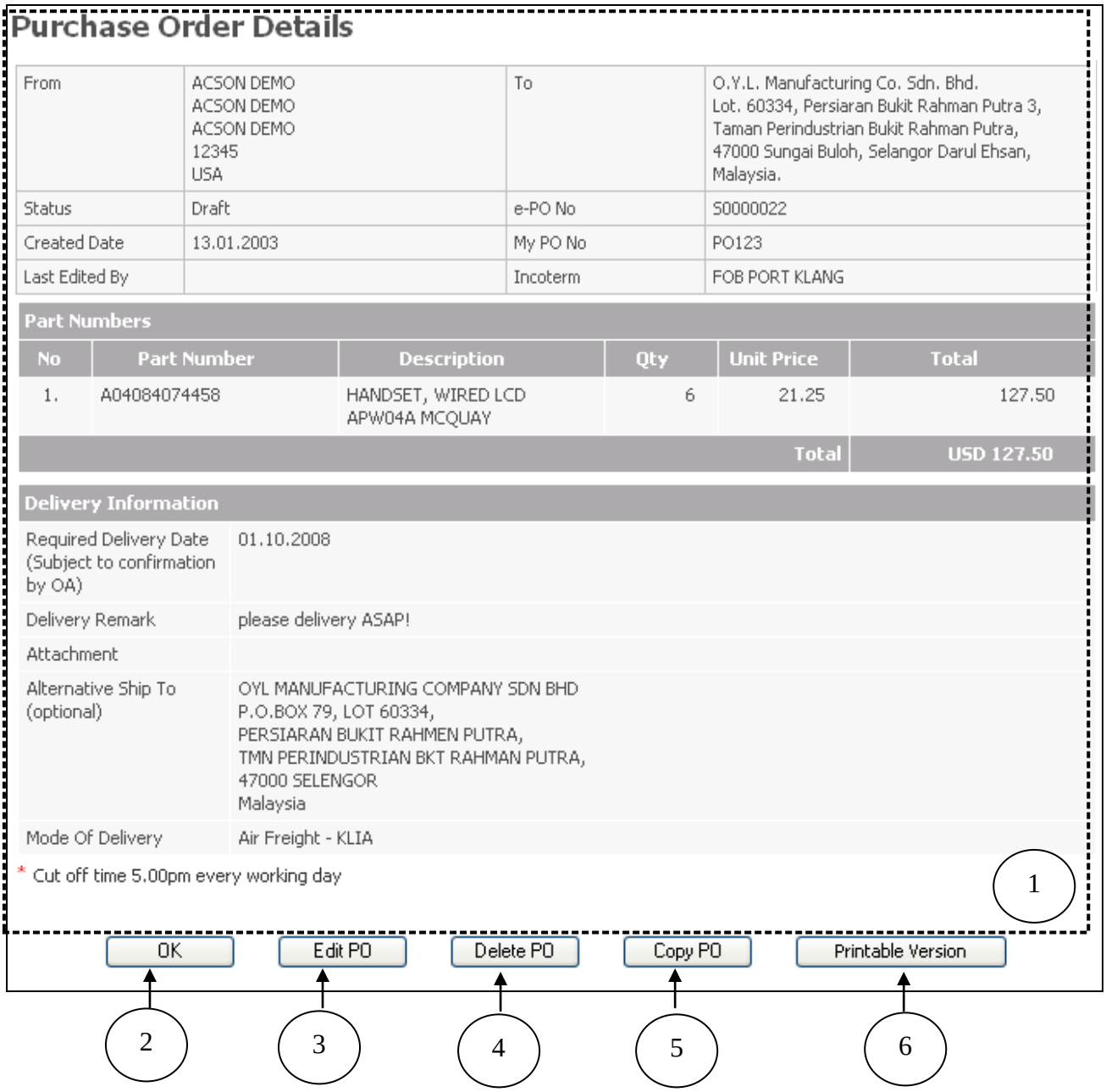


Figure 4.35 Spare Part PO details

1) PO Details.
2) Click on “OK”, you will be redirected to Products PO Approval Page.
3) Click on “**Edit PO**”, you will be able to edit this drafted PO. Only Drafted PO is allowed to be edited.
4) Click on “Delete PO”, confirmation message will be displayed if you would like to delete this PO.
5) Click on “**Copy PO**”, you will be able to copy the current PO Details (Products and Delivery Information) into a New PO.
6) Click on “Printable Version”, new screen will be pop-up with the PO Details and allows you to print.

4.7 Order Acknowledgement Status/History

In this sub-section, you are able to check Order Acknowledgement document of your. Various searching methods are provided.

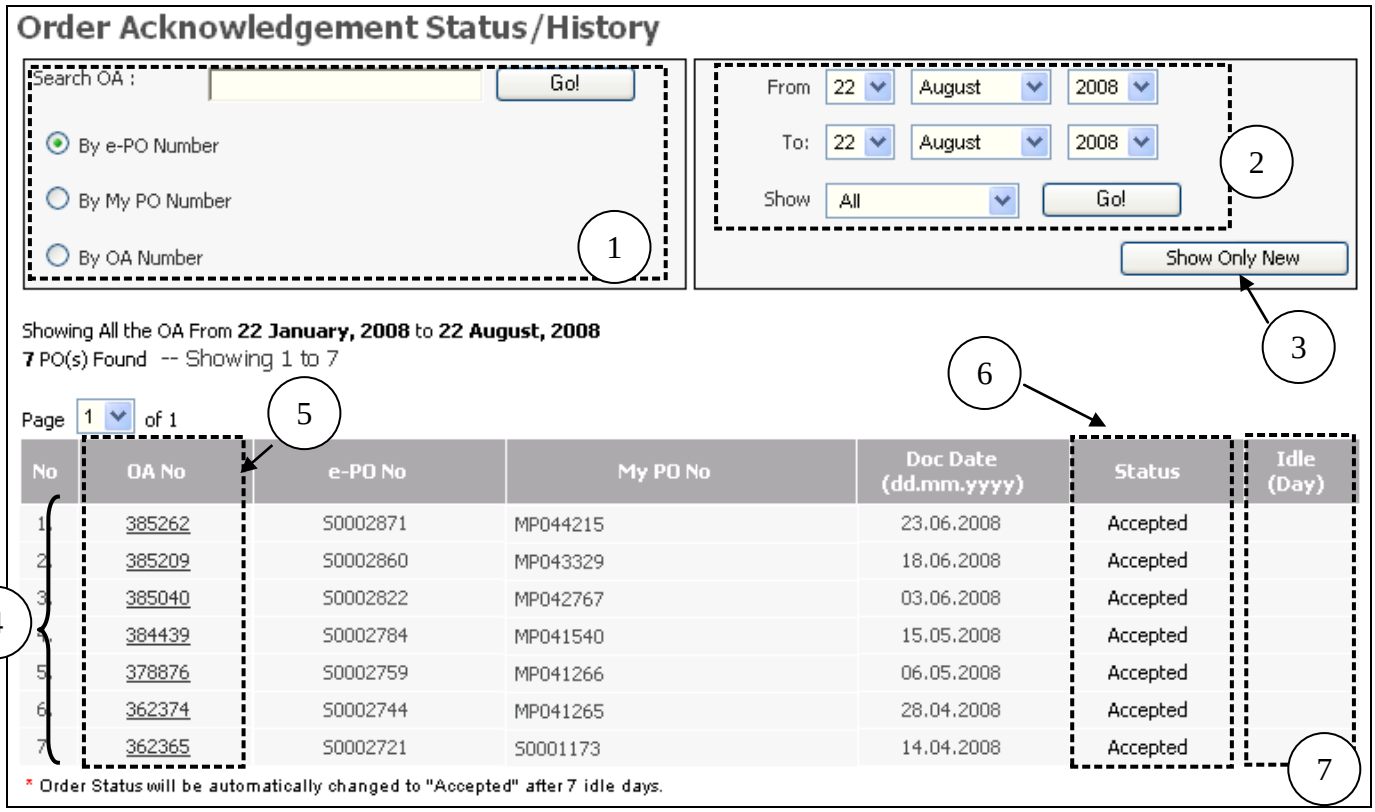


Figure 4.36 Order Acknowledgement Status/History

1) Select searching type, input your search key and then click on “Go!” OAs that contain search key will be listed.
2) Searching OA by its document date range and status
3) Click on “Show Only New”, new updated OA will be listed.
4) Search results are listed here.
5) Click on “OA No” hyperlink, you will be able to view the OA details. (Refer to **Figure 4.37**)
6) The current status of OA. (Refer to Appendix III for OA Status Description)
7) Indication of how many days that the OA had been idled. (Important: OA will be automatically become “Accepted” after 7 idle days)

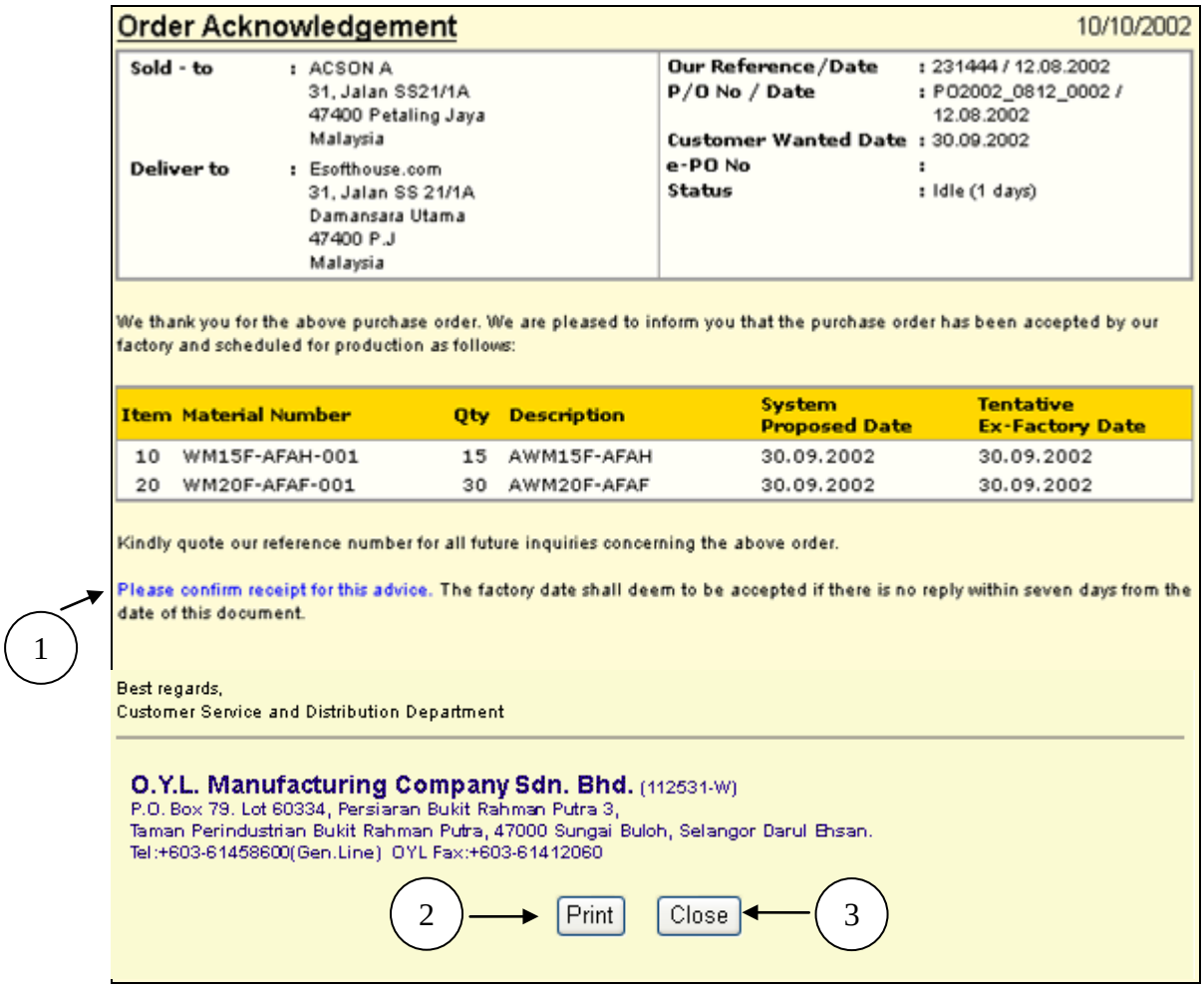

Order Acknowledgement
10/10/2002
Sold - to : ACSON A
31, Jalan SS21/1A
47400 Petaling Jaya
Malaysia
Deliver to : Esofthouse.com
31, Jalan SS 21/1A
Damansara Utama
47400 P.J
Malaysia
Our Reference/Date : 231444 / 12.08.2002
P/O No / Date : PO2002_0812_0002 / 12.08.2002
Customer Wanted Date : 30.09.2002
e-PO No :
Status : Idle (1 days)
We thank you for the above purchase order. We are pleased to inform you that the purchase order has been accepted by our factory and scheduled for production as follows:
Item Material Number Qty Description System Proposed Date Tentative Ex-Factory Date
10 WM15F-AFAH-001 15 AWM15F-AFAH 30.09.2002 30.09.2002
20 WM20F-AFAF-001 30 AWM20F-AFAF 30.09.2002 30.09.2002
Kindly quote our reference number for all future inquiries concerning the above order.
Please confirm receipt for this advice. The factory date shall deem to be accepted if there is no reply within seven days from the date of this document.
1
Best regards,
Customer Service and Distribution Department
O.Y.L. Manufacturing Company Sdn. Bhd. (112531-W)
P.O. Box 79. Lot 60334, Persiaran Bukit Rahman Putra 3,
Taman Perindustrian Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan.
Tel:+603-61458600(Gen.Line) OYL Fax:+603-61412060
2
Print
Close
3

Figure 4.37 OA Details

1) Click on this hyperlink, you will be redirected to OA Approval Page. (Refer to **Figure 4.38**) This hyperlink can only be clicked if the document is Idle status.
2) Click on “Print”, printer screen will be shown and allows you to print the document.
3) Click on “Close”, this document screen will be closed.

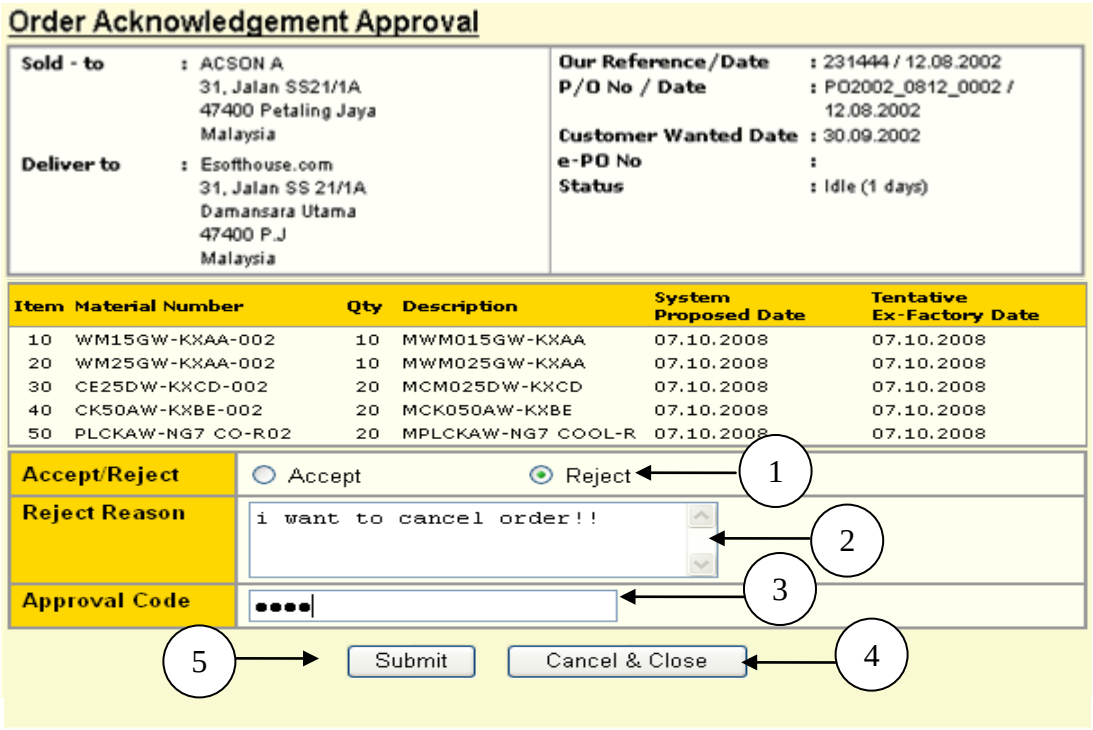


Figure 4.38 OA Approval

1) Select Accept/Reject.
2) If Reject is selected, this column is required to fill in.
3) Input your Approval Code (this code is same as PO Approval Code)
4) Click on “Cancel & Close” if you would like to cancel approval and screen will be closed.
5) Click on “Submit” to verify the Approval Code.
   If Approval Code is incorrect, message will be prompted. (Refer to **Figure 4.39**)
   Else OA will be updated. (Refer to **Figure 4.40**)

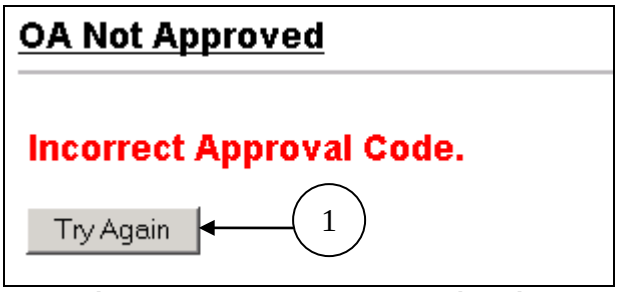


Figure 4.39 Incorrect Approval Code

1) Click on “Try Again” to re-enter the Approval Code.

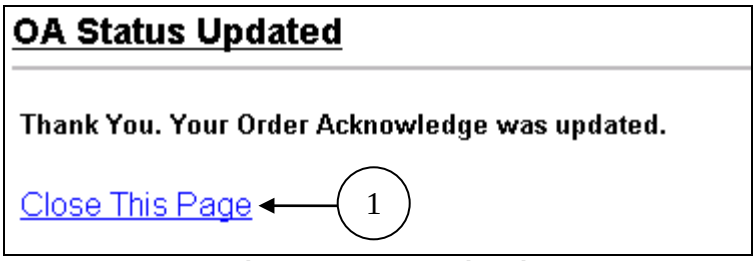


Figure 4.40 OA updated

1) Click to close the screen.

4.8 Pending Order

In this sub-section, you are able to check which PO products are still pending with OYLM. Various searching methods are provided.

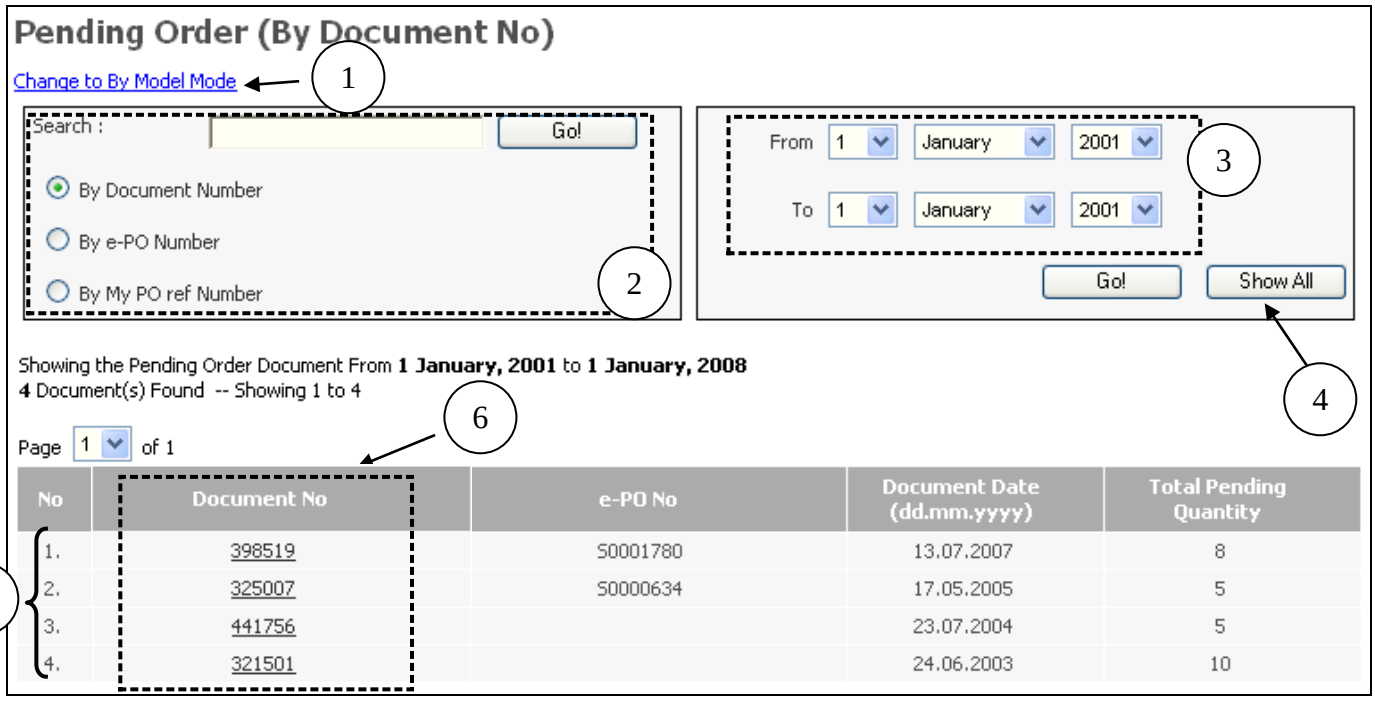


Figure 4.41 Pending Order by Document Mode

1) Click on this hyperlink, you will be redirected to list pending order by model mode. (Refer to **Figure 4.43** at Page 39)
2) Select searching type, input your search key and then click on “Go!”. Documents that contain search key will be listed.
3) Searching document by its document date range.
4) Click on “Show All”, all pending order documents will be listed.
5) Search results are listed here.
6) Click on “Document No”, you will be able to see the Document Details. (Refer to **Figure 4.42**)

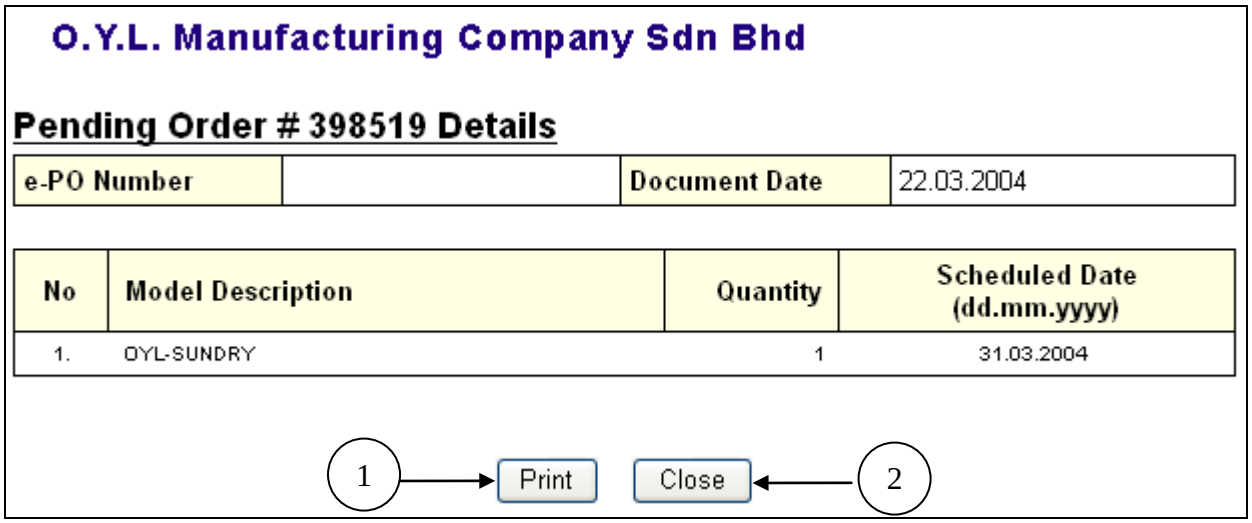


Figure 4.42 Pending Order Details

1) Click on “Print”, printer screen will be shown and allows you to print the document.
2) Click on “Close”, this document screen will be closed.

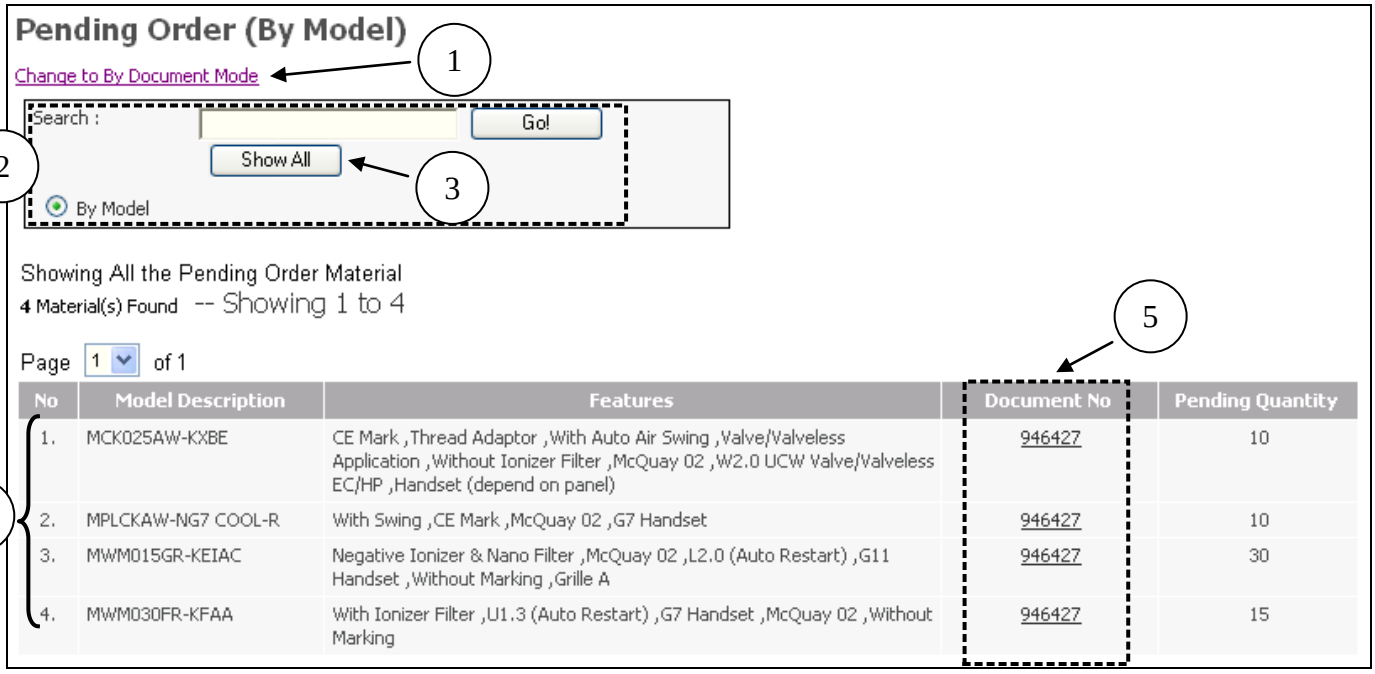

Pending Order (By Model)
Change to By Document Mode
1
Search :
Go!
Show All
3
2
By Model
Showing All the Pending Order Material
4 Material(s) Found -- Showing 1 to 4
Page 1 of 1
5
No
Model Description
Features
Document No
Pending Quantity
1. MCK025AW-KXBE CE Mark ,Thread Adaptor ,With Auto Air Swing ,Valve/Valveless Application ,Without Ionizer Filter ,McQuay 02 ,W2.0 UCW Valve/Valveless EC/HP ,Handset (depend on panel) 946427 10
2. MPLCKAW-NG7 COOL-R With Swing ,CE Mark ,McQuay 02 ,G7 Handset 946427 10
3. MWM015GR-KEIAC Negative Ionizer & Nano Filter ,McQuay 02 ,L2.0 (Auto Restart) ,G11 Handset ,Without Marking ,Grille A 946427 30
4. MWM030FR-KFAA With Ionizer Filter ,U1.3 (Auto Restart) ,G7 Handset ,McQuay 02 ,Without Marking 946427 15
4

Figure 4.43 Pending Order by Model Mode

1) Click on this hyperlink, you will be redirected to list pending order by document mode. (Refer to **Figure 4.41** at Page 39)
2) Select searching type, input your search key and then click on “Go!”. Documents that contain search key will be listed.
3) Click on “Show All”, all pending order documents will be listed.
4) Search results are listed here.
5) Click on “Document No”, you will be able to see the Document Details. (Refer to **Figure 4.42**)

4.9 PO Direct

PO Direct allows you to upload a PO using our predefined file format.

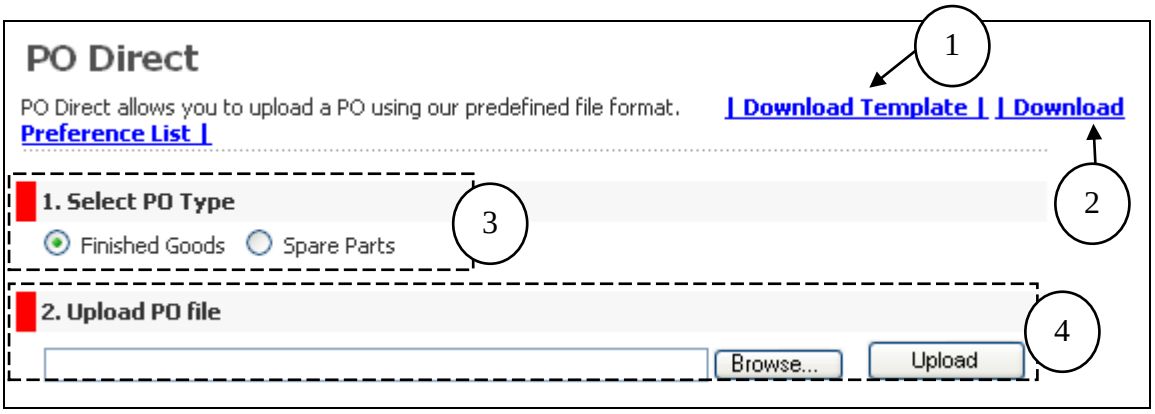


Figure 4.44 PO Direct

1. Click on “Download Template” to download the template on how the PO should be arranged in the excel file. (Refer to **Figure 4.45**)
2. Click on “Download Preference List” to download the product preference list. (Refer to **Figure 4.46**)
3. Select the PO type you wish to upload.
4. This column let you browse your PO file from computer. Click on “Upload” once you have browsed the file. (Refer to **Figure 4.47**)

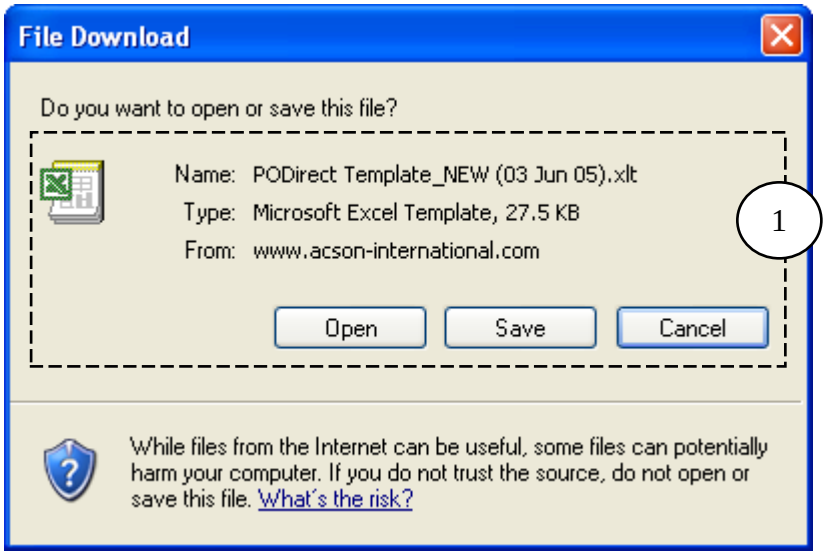

File Download
Do you want to open or save this file?
Name: PODirect Template_NEW (03 Jun 05).xlt
Type: Microsoft Excel Template, 27.5 KB
From: www.acson-international.com
Open
Save
Cancel
1
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 4.45 File Download

1. This column showed the details of the file you going to open or save. Click on “Open” if you want to open the file without save to your computer. Click on “Save” to save this file to your computer. A message box will be prompt to let you select the location to save this file. Click on “Cancel” to cancel all the actions selection and close this message box.

File Download - Security Warning
Do you want to open or save this file?
Name: Preference_List_10-6-2008.xlt
Type: Microsoft Excel Template, 14.8 KB
From: www.acson-international.com
Open
Save
Cancel
1
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open or save this software. What's the risk?

Figure 4.46 File Download

1. This column showed the details of the file you going to open or save. Click on “Open” if you want to open the file without save to your computer. Click on “Save” to save this file to your computer. A message box will be prompt to let you select the location to save this file. Click on “Cancel” to cancel all the actions selection and close this message box.

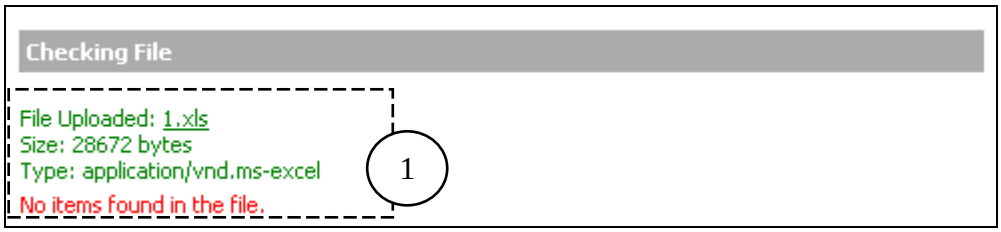


Figure 4.47 Checking File

1. This column showed the details of the file you have successfully uploaded.

4.10 Rolling Forecast

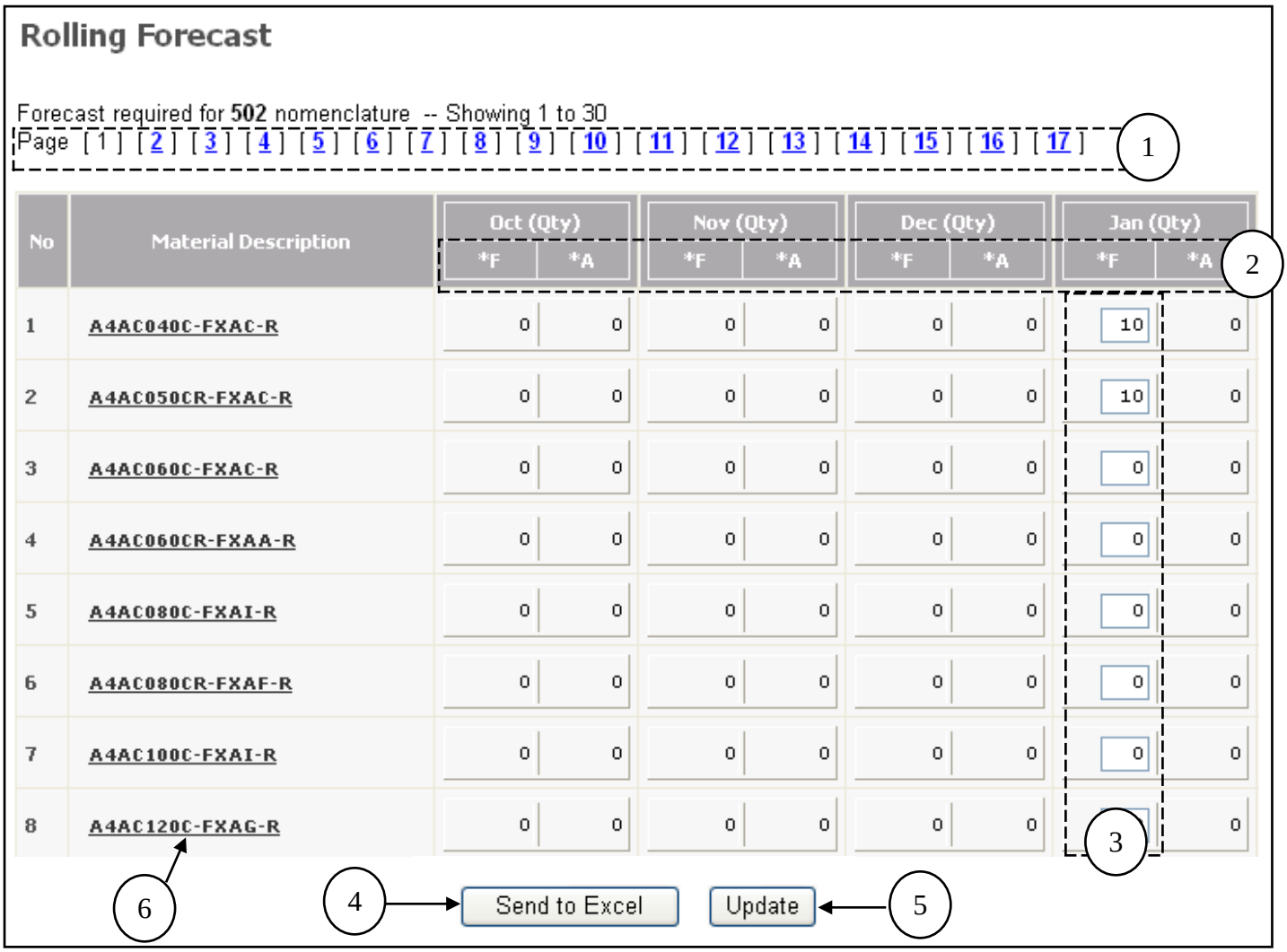


Figure 4.48 Rolling Forecast

1. Click on the page number to select your preferable product for the forecast.
2. *F- Forecast; *A- Actual sales
3. Insert the forecasting quantity of the model.
4. Click on “Send to Excel” to export this forecast to excel file. (Refer to **Figure 4.49**)
5. Click on “Update” to update the data you have forecasted.
6. Click on the model nomenclature to redirect to the product specification. (Refer to **Figure 4.51**)

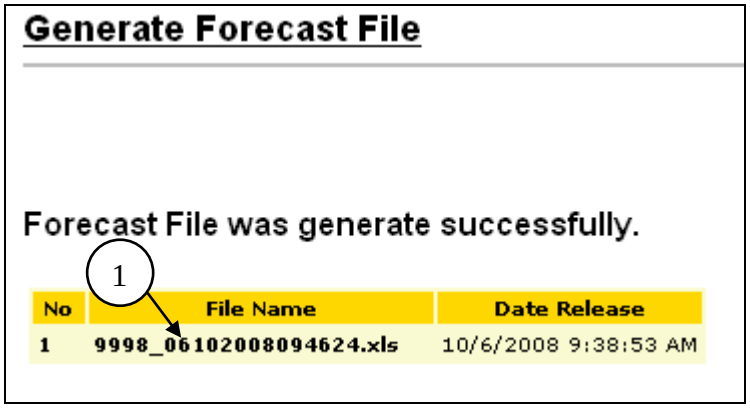


Figure 4.49 Generate Forecast File

1. Click on the link to open the generated excel file. (Refer to **Figure 4.50**)

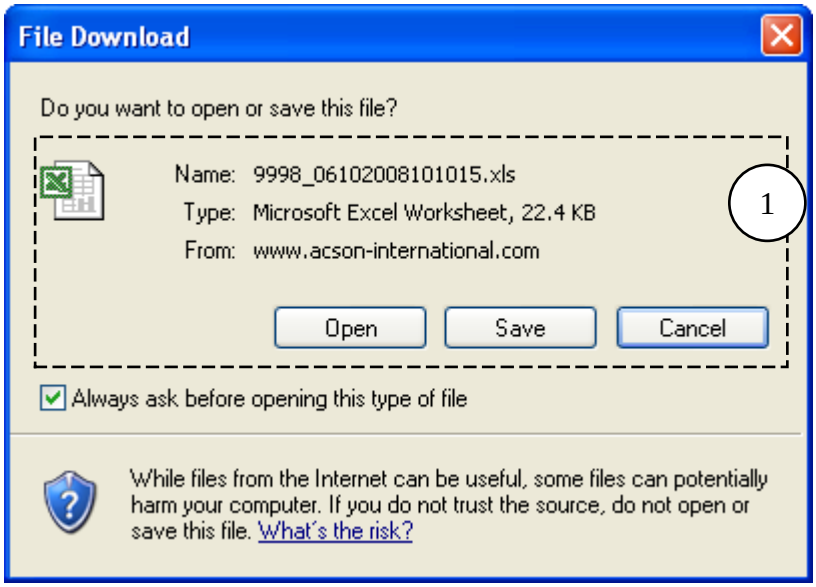

File Download
Do you want to open or save this file?
Name: 9998_06102008101015.xls
Type: Microsoft Excel Worksheet, 22.4 KB
From: www.acson-international.com
1
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 4.50 File Download

1. This column showed the details of the file you going to open or save. Click on “Open” if you want to open the file without save to your computer. Click on “Save” to save this file to your computer. A message box will be prompt to let you select the location to save this file. Click on “Cancel” to cancel all the actions selection and close this message box.

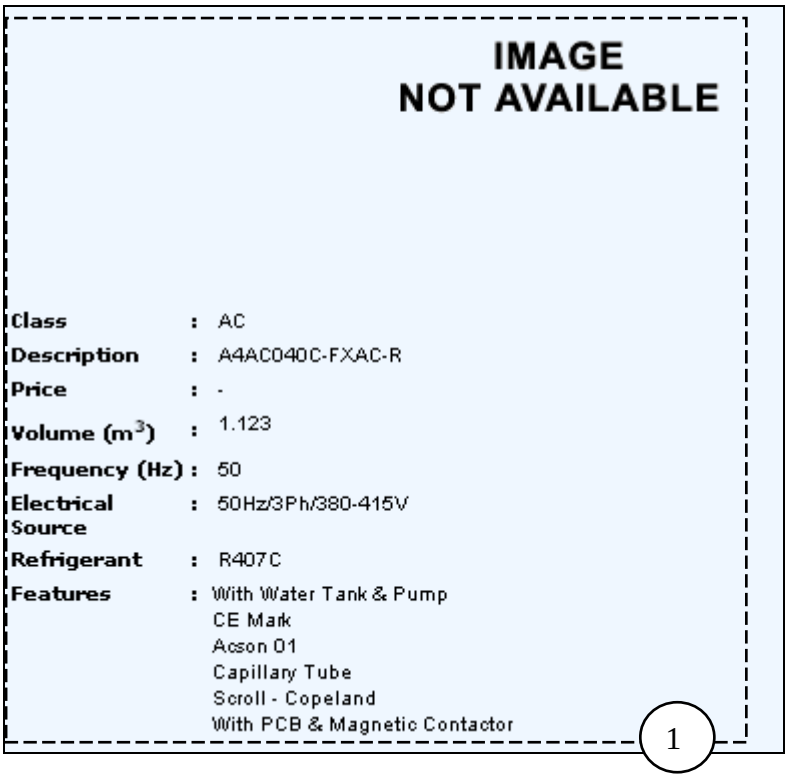


Figure 4.51 Product Specifications

1. This column showed the details of the model.

5.0 Finance

Finance section basically is divided into 2 parts, Account Statement and Sales Analysis.
Account Statement allows you to check your current credit balance information and statement of account.

Sales History and Invoice are available at Sales Analysis.

You can access to Finance section through e-Distributor Main Page (Refer to **Figure 5.1**) or Side Menu List (Refer to **Figure 5.2**).

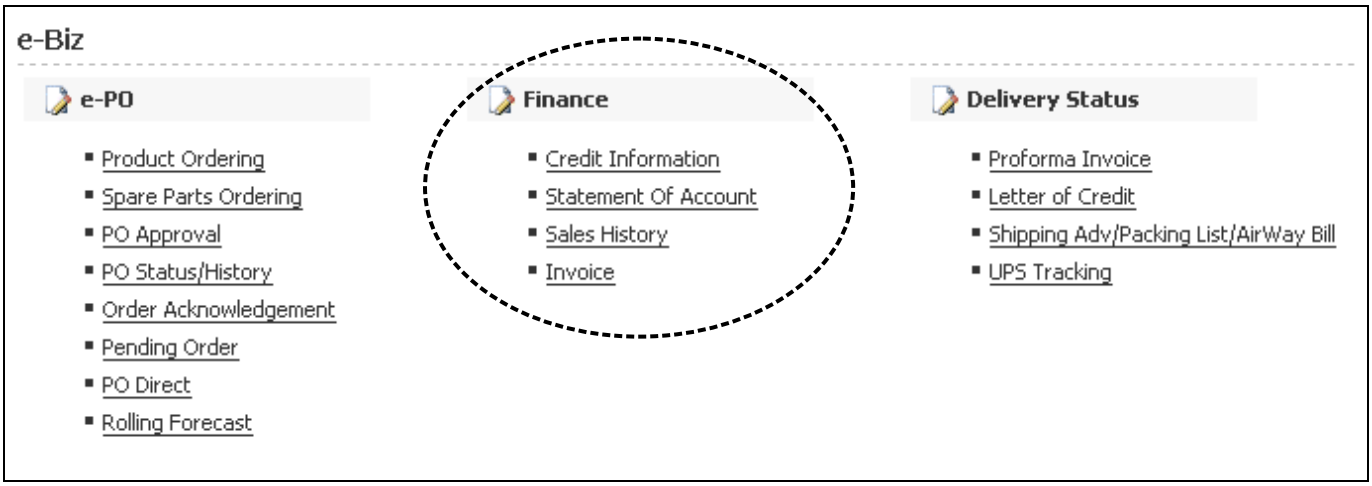


Figure 5.1 Through e-Distributor Main Page

** Click on the hyperlink under Finance, and you will be redirected to that sub-section main page.*

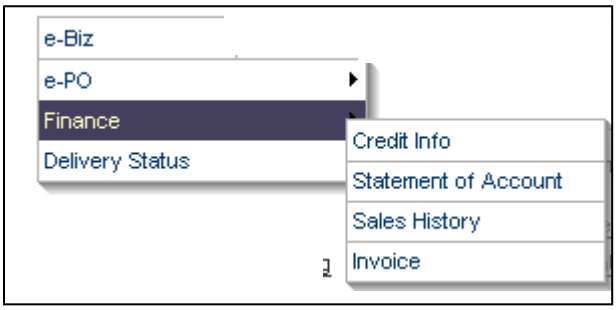


Figure 5.2 Sub Menu List

** Click on the sub menu list, and you will be redirected to that sub-section main page.*

5.1 Credit Information

This sub-section shows your current credit balance information. Your credit information including Credit Limit, Outstanding Balance, Current Available, Order In Hand, Credit Available and Credit Exposure. (Refer to **Figure 5.3**)

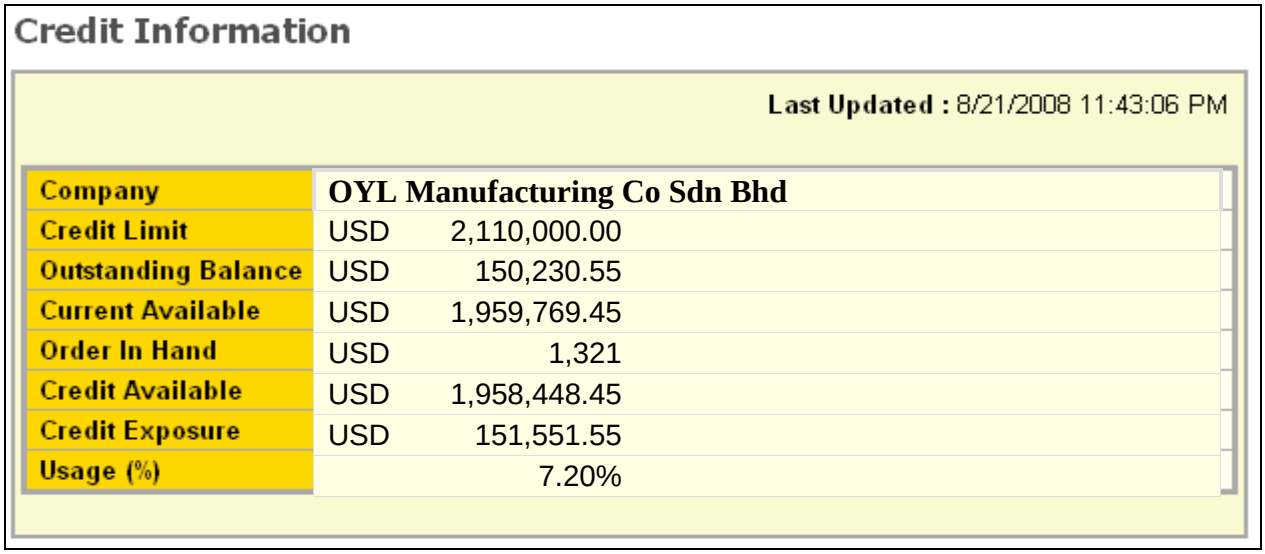


Figure 5.3 Credit Information

5.2 Statement Of Account

This sub-section shows your payment schedule. In this sub-section, you will be able to view the summary and details of your payment schedule. Besides, you also can do payment advice for overdue and current due amount. (Refer to **Figure 5.4**)

Document in Statement of Account could be Invoice, Debit Note or Credit Note.

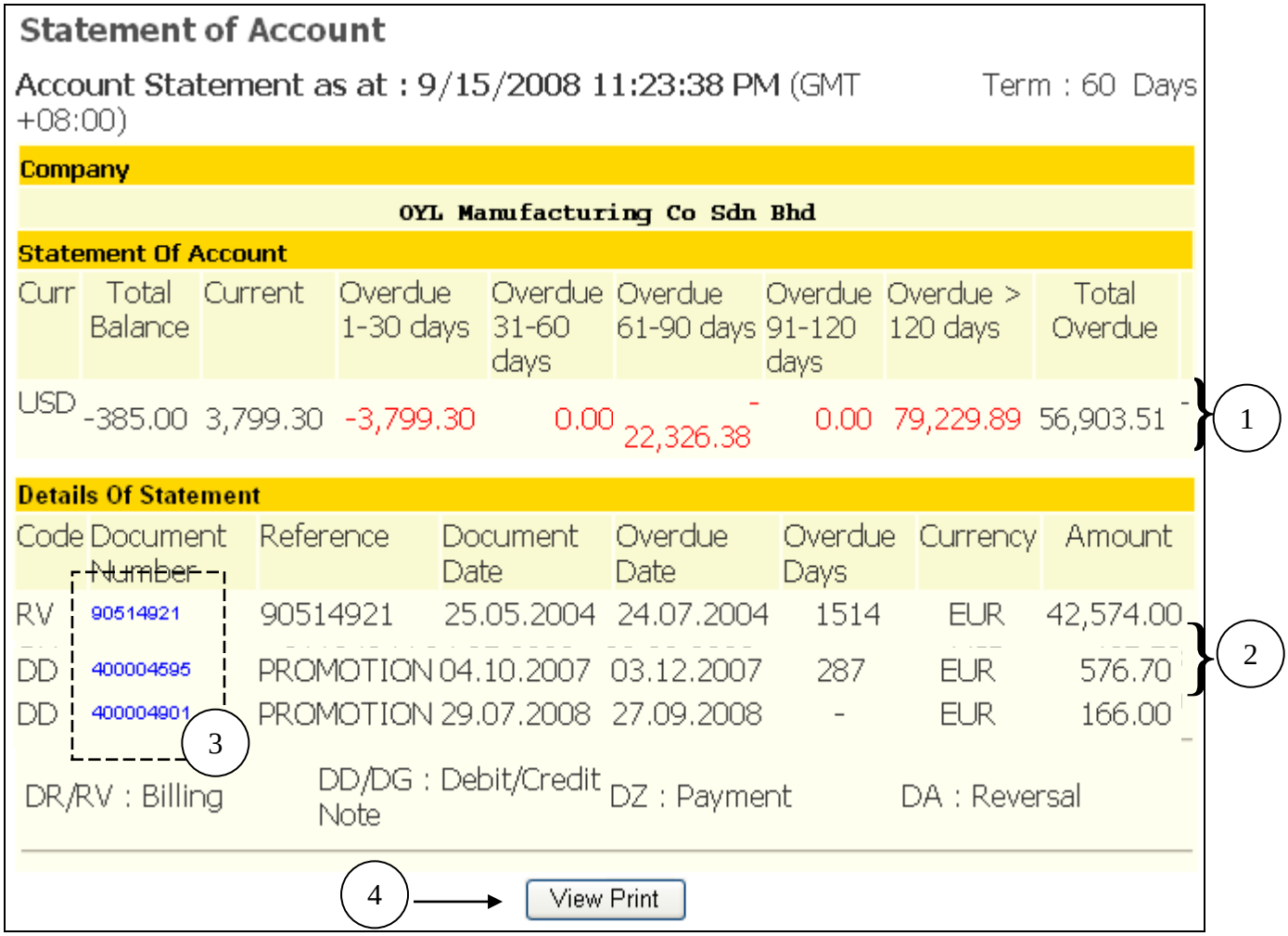


Figure 5.4 Statement of Account

1) Show the summary of statement of account.
2) Show the details of statement of account.
3) Click on “Document Number”, Document Details screen will be pop-up and shows its details. (Refer to **Figure 5.5**)
4) Click on “View Print”, new screen will be pop-up with formatted Statement of Account and allows you to print. (Refer to **Figure 5.6**)

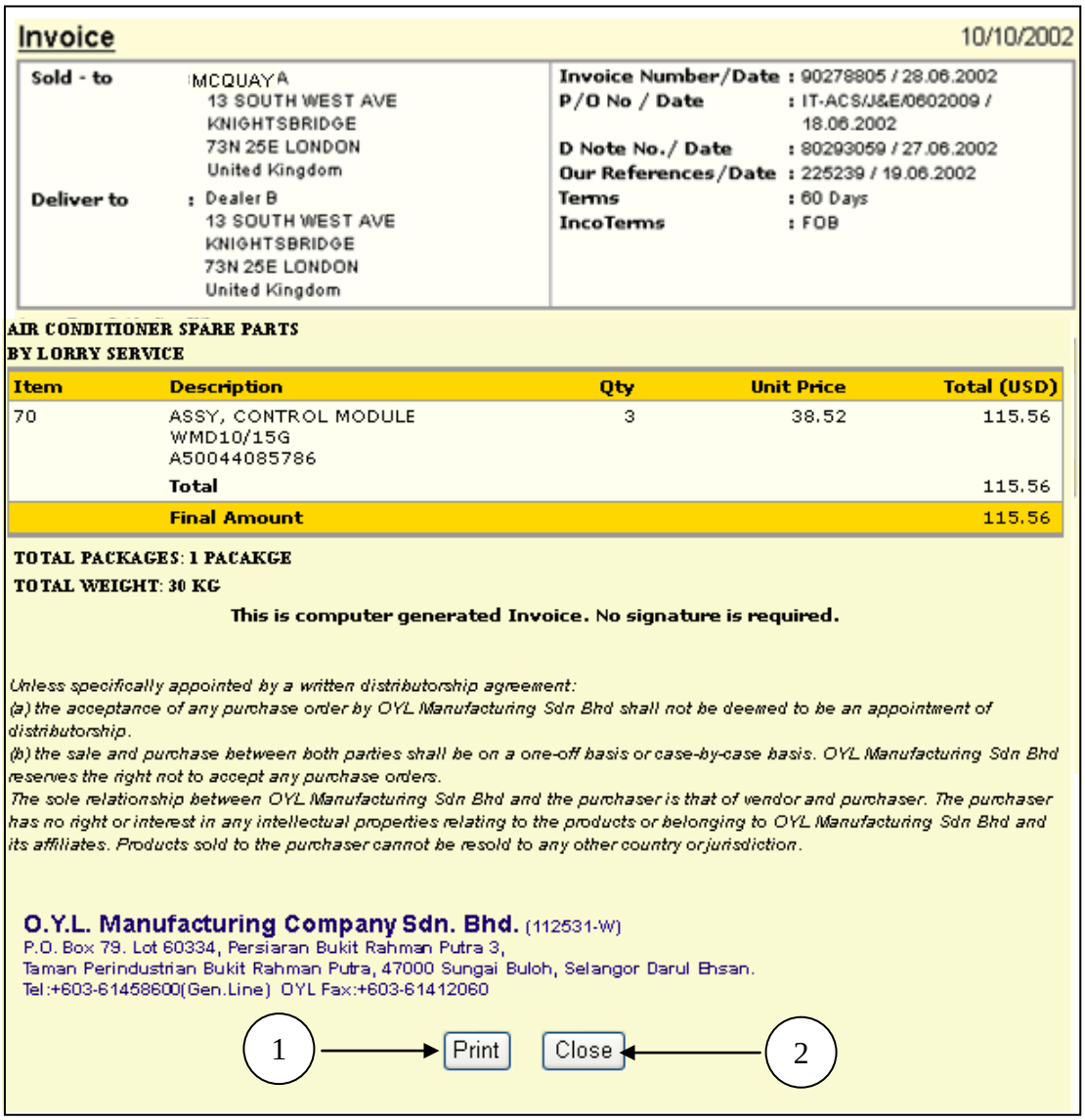

Invoice
10/10/2002
Sold - to
MCQUAY A
13 SOUTH WEST AVE
KNIGHTSBRIDGE
73N 25E LONDON
United Kingdom
Deliver to : Dealer B
13 SOUTH WEST AVE
KNIGHTSBRIDGE
73N 25E LONDON
United Kingdom
Invoice Number/Date : 90278805 / 28.06.2002
P/O No / Date : IT-ACS/J&E/0602009 / 18.06.2002
D Note No./ Date : 80293059 / 27.06.2002
Our References/Date : 225239 / 19.06.2002
Terms : 60 Days
IncoTerms : FOB
AIR CONDITIONER SPARE PARTS
BY LORRY SERVICE
Item
Description
Qty
Unit Price
Total (USD)
70
ASSY, CONTROL MODULE
WMD10/15G
A50044085786
3
38.52
115.56
Total
115.56
Final Amount
115.56
TOTAL PACKAGES: 1 PACAKGE
TOTAL WEIGHT: 30 KG
This is computer generated Invoice. No signature is required.
Unless specifically appointed by a written distributorship agreement:
(a) the acceptance of any purchase order by OYL Manufacturing Sdn Bhd shall not be deemed to be an appointment of distributorship.
(b) the sale and purchase between both parties shall be on a one-off basis or case-by-case basis. OYL Manufacturing Sdn Bhd reserves the right not to accept any purchase orders.
The sole relationship between OYL Manufacturing Sdn Bhd and the purchaser is that of vendor and purchaser. The purchaser has no right or interest in any intellectual properties relating to the products or belonging to OYL Manufacturing Sdn Bhd and its affiliates. Products sold to the purchaser cannot be resold to any other country or jurisdiction.
O.Y.L. Manufacturing Company Sdn. Bhd. (112531-W)
P.O. Box 79. Lot 60334, Persiaran Bukit Rahman Putra 3,
Taman Perindustrian Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan.
Tel:+603-61458600(Gen.Line) OYL Fax:+603-61412060
1
Print
Close
2

Figure 5.5 Invoice

1) Click on “Print”, printer screen will be shown and allows you to print the document.
2) Click on “Close”, this document screen will be closed.

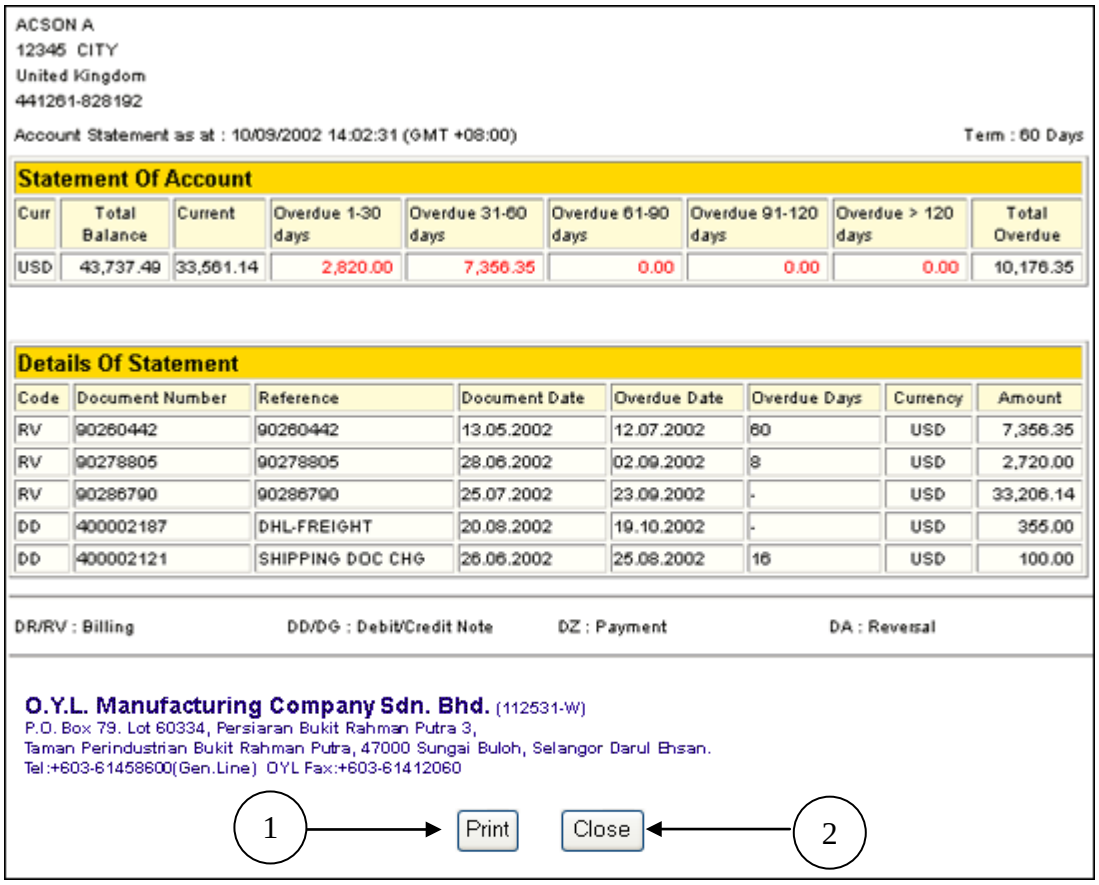
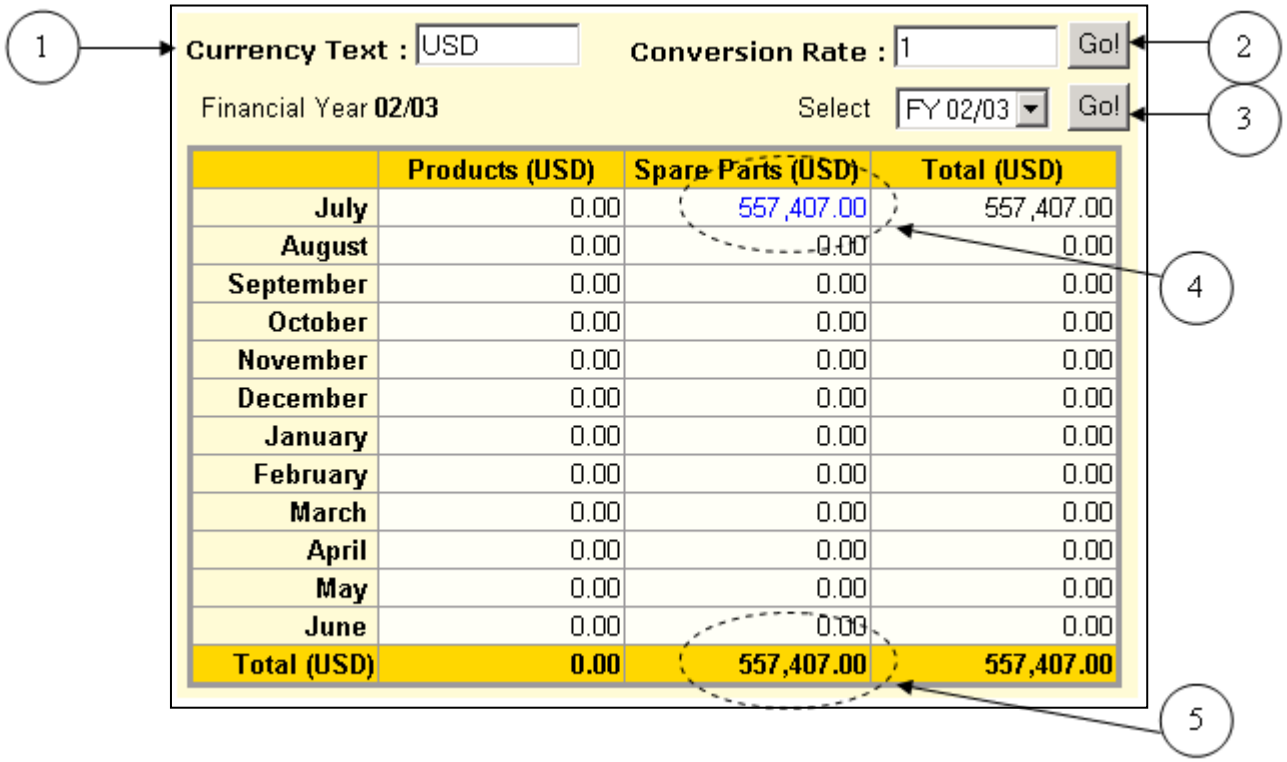

ACSON A
12345 CITY
United Kingdom
441261-828192
Account Statement as at : 10/09/2002 14:02:31 (GMT +08:00)
Term : 60 Days
Statement Of Account
Curr | Total Balance | Current | Overdue 1-30 days | Overdue 31-60 days | Overdue 61-90 days | Overdue 91-120 days | Overdue > 120 days | Total Overdue
USD | 43,737.49 | 33,561.14 | 2,820.00 | 7,356.35 | 0.00 | 0.00 | 0.00 | 10,176.35
Details Of Statement
Code | Document Number | Reference | Document Date | Overdue Date | Overdue Days | Currency | Amount
RV | 90260442 | 90260442 | 13.05.2002 | 12.07.2002 | 60 | USD | 7,356.35
RV | 90278805 | 90278805 | 28.06.2002 | 02.09.2002 | 8 | USD | 2,720.00
RV | 90286790 | 90286790 | 25.07.2002 | 23.09.2002 | - | USD | 33,206.14
DD | 400002187 | DHL-FREIGHT | 20.08.2002 | 19.10.2002 | - | USD | 355.00
DD | 400002121 | SHIPPING DOC CHG | 26.06.2002 | 25.08.2002 | 16 | USD | 100.00
DR/RV : Billing
DD/DG : Debit/Credit Note
DZ : Payment
DA : Reversal
O.Y.L. Manufacturing Company Sdn. Bhd. (112531-W)
P.O. Box 79, Lot 60334, Persiaran Bukit Rahman Putra 3,
Taman Perindustrian Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan.
Tel:+603-61458600(Gen.Line) OYL Fax:+603-61412060
1
Print
Close
2

Figure 5.6 Formatted Statement of Account for printing

1) Click on “Print”, printer screen will be shown and allows you to print the document.
2) Click on “Close”, this document screen will be closed.

5.3 Sales History

This sub-section shows your sales history. The history hereby grouped by the financial year and month and material. In additional, you are also able to view the details of that particular year-month by clicking on the balance (except zero balance). (Refer to **Figure 5.7**)



	Products (USD)	Spare Parts (USD)	Total (USD)
July	0.00	557,407.00	557,407.00
August	0.00	0.00	0.00
September	0.00	0.00	0.00
October	0.00	0.00	0.00
November	0.00	0.00	0.00
December	0.00	0.00	0.00
January	0.00	0.00	0.00
February	0.00	0.00	0.00
March	0.00	0.00	0.00
April	0.00	0.00	0.00
May	0.00	0.00	0.00
June	0.00	0.00	0.00
Total (USD)	**0.00**	**557,407.00**	**557,407.00**

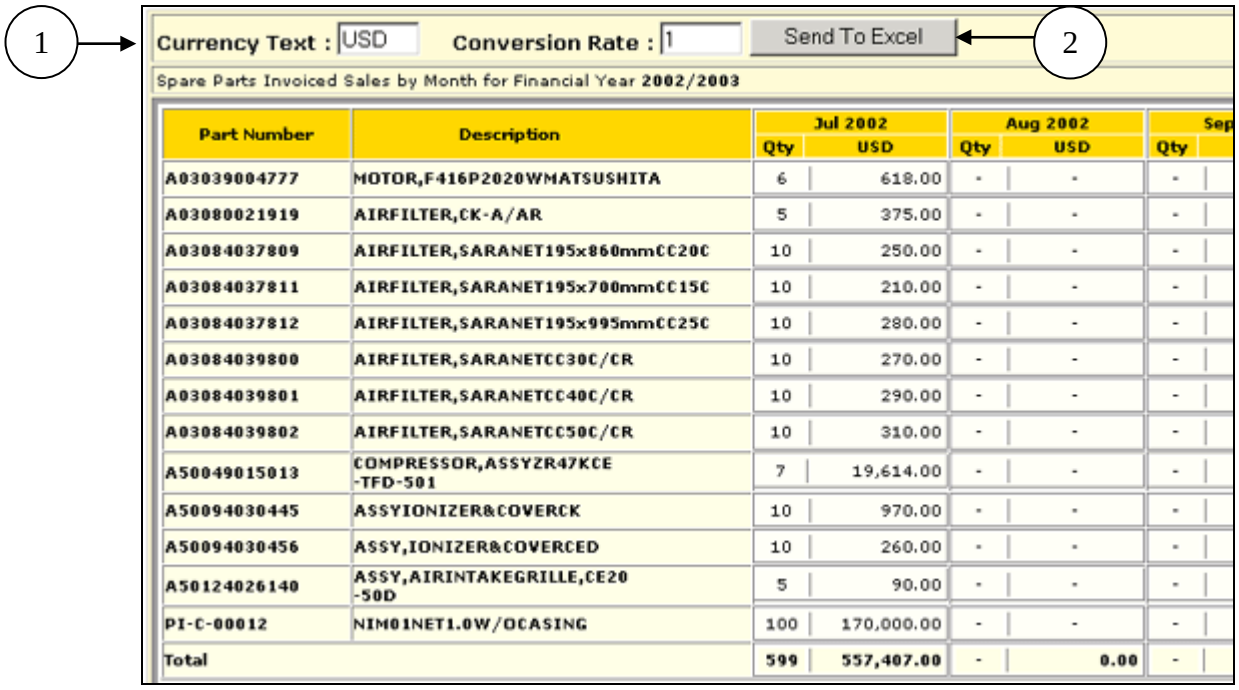
Figure 5.7 Sales History

1) Currency Text to be shown.
2) Input the conversion rate and click “Go!” to change the display of sales amount.
3) To view other financial year’s Up To Date Sales, select financial year and then click on “Go!” to view it.
4) Click on the Sales Amount (except zero amount), Sales History Details page for the month will be shown. (Refer to **Figure 5.8**)
5) Click on the Sales Amount (except zero amount), Sales History Details page for the year will be shown. (Refer to **Figure 5.9**)

Invoiced Sales **March 2008**

Material	Quantity	Amount (USD)
M5CK010C-AFAA-R	15	2,160.00
M5CK015C-AFAA-R	5	815.00
M5LC007C-ACPOE-R	10	1,290.00
M5LC007CR-ACPOE-R	10	1,420.00
M5LC010C-ACPOB-R	40	5,880.00
M5LC010CR-ACPOB-R	20	3,160.00
M5LC015C-ACPOC-R	30	5,160.00
M5LC015CR-ACPOC-R	20	3,780.00
M5WM007G-ACIAC-R	10	780.00
M5WM007GR-ACIAC-R	10	820.00
M5WM010G-ACIAC-R	25	2,050.00
M5WM010GR-ACIAC-R	20	1,720.00
M5WM015G-ACIAC-R	25	2,100.00
M5WM015GR-ACIAC-R	20	1,740.00
MCK015CW-AXAB-R	40	8,840.00
MCK020CW-AXAB-R	30	6,750.00
MPLCKC-NG7-R	20	680.00
MPLCKCW-NG7 HEATPUMP-R	70	2,870.00
MWM015GW-AXAA-R	20	2,420.00
Total	**440**	**54,435.00**

Figure 5.8 Sales History Details (by month)



Spare Parts Invoiced Sales by Month for Financial Year **2002/2003**

Part Number	Description	Jul 2002		Aug 2002		Sep
		Qty	USD	Qty	USD	Qty
A03039004777	MOTOR,F416P2020WMATSUSHITA	6	618.00	-	-	-
A03080021919	AIRFILTER,CK-A/AR	5	375.00	-	-	-
A03084037809	AIRFILTER,SARANET195x860mmCC20C	10	250.00	-	-	-
A03084037811	AIRFILTER,SARANET195x700mmCC15C	10	210.00	-	-	-
A03084037812	AIRFILTER,SARANET195x995mmCC25C	10	280.00	-	-	-
A03084039800	AIRFILTER,SARANETCC30C/CR	10	270.00	-	-	-
A03084039801	AIRFILTER,SARANETCC40C/CR	10	290.00	-	-	-
A03084039802	AIRFILTER,SARANETCC50C/CR	10	310.00	-	-	-
A50049015013	COMPRESSOR,ASSYZR47KCE -TFD-501	7	19,614.00	-	-	-
A50094030445	ASSYIONIZER&COVERCK	10	970.00	-	-	-
A50094030456	ASSY,IONIZER&COVERCED	10	260.00	-	-	-
A50124026140	ASSY,AIRINTAKEGRILLE,CE20 -50D	5	90.00	-	-	-
PI-C-00012	NIM01NET1.0W/OCASING	100	170,000.00	-	-	-
Total		599	557,407.00	-	0.00	-

Figure 5.9 Sales History Details (by year)

1) Currency Text to be shown.
2) Input the conversion rate and click “Go!” to change the display of sales amount. Click on “Send To Excel” to generate the Sales History with Currency Text and Conversion Rate provided.

5.4 Invoice

In this sub-section, you are able to check invoices of your PO. Various searching methods are provided.

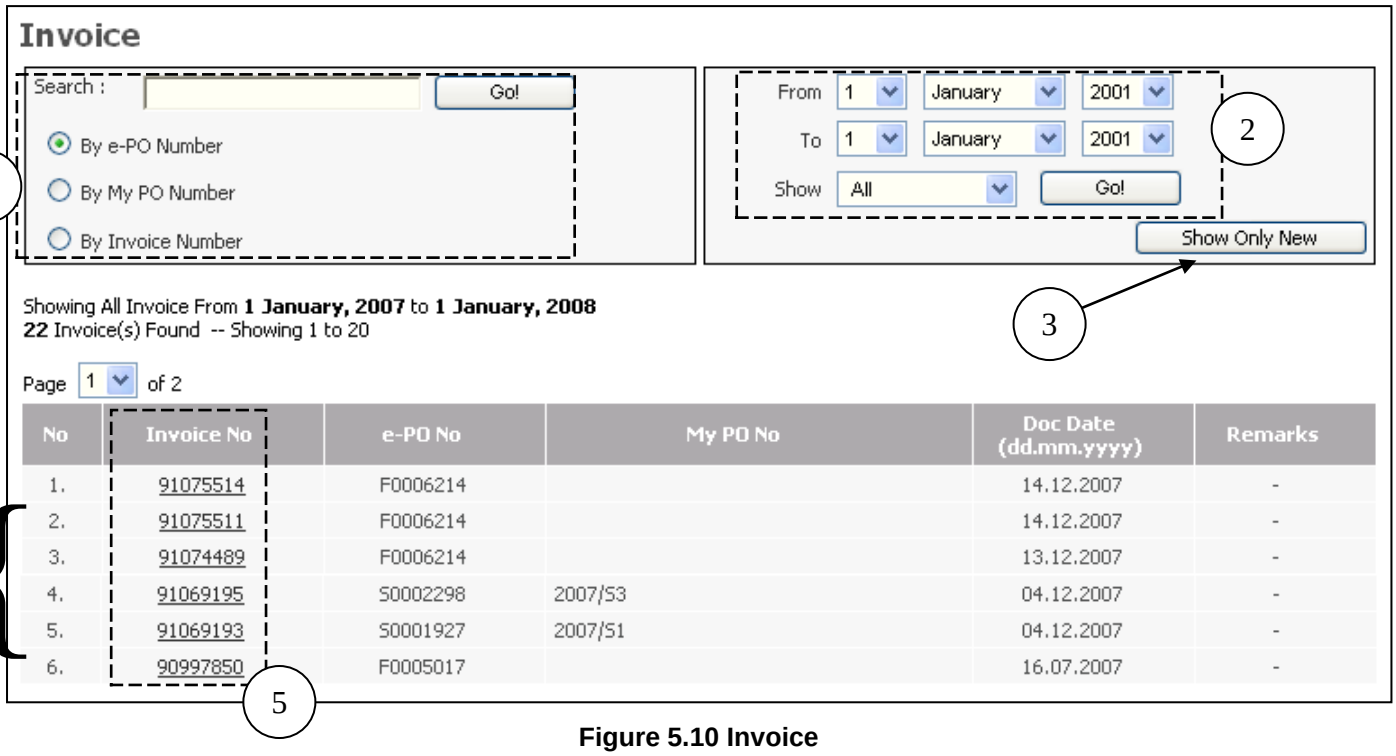


Figure 5.10 Invoice

1) Select searching type, input your search key and then click on “Go!”. Invoices that contain search key will be listed.
2) Searching Invoices by its document date range and type.
3) Click on “Show Only New”, new updated PO will be listed.
4) Search results are listed here.
5) Click on “Invoice No” hyperlink, you will be able to view the Invoice details. (Refer to **Figure 5.11**)

Invoice
10/10/2002
Sold - to : ACSON A
12345 CITY
United Kingdom
441261-828192
Deliver to : Dealer B
13 SOUTH WEST AVE
KNIGHTSBRIDGE
73N 25E LONDON
United Kingdom
Invoice Number/Date : 90278805 / 28.06.2002
P/O No / Date : IT-ACS/J&E/0602009 / 18.06.2002
D Note No./ Date : 80293059 / 27.06.2002
Our References/Date : 225239 / 19.06.2002
Terms : 60 Days
IncoTerms : FOB
AIR CONDITIONER SPARE PARTS
BY LORRY SERVICE
Item Description Qty Unit Price Total (USD)
70 ASSY, CONTROL MODULE WMD10/15G A50044085786 3 38.52 115.56
Total 115.56
Final Amount 115.56
TOTAL PACKAGES: 1 PACAKGE
TOTAL WEIGHT: 30 KG
This is computer generated Invoice. No signature is required.
Unless specifically appointed by a written distributorship agreement:
(a) the acceptance of any purchase order by OYL Manufacturing Sdn Bhd shall not be deemed to be an appointment of distributorship.
(b) the sale and purchase between both parties shall be on a one-off basis or case-by-case basis. OYL Manufacturing Sdn Bhd reserves the right not to accept any purchase orders.
The sole relationship between OYL Manufacturing Sdn Bhd and the purchaser is that of vendor and purchaser. The purchaser has no right or interest in any intellectual properties relating to the products or belonging to OYL Manufacturing Sdn Bhd and its affiliates. Products sold to the purchaser cannot be resold to any other country or jurisdiction.
O.Y.L. Manufacturing Company Sdn. Bhd. (112531-W)
P.O. Box 79, Lot 60334, Persiaran Bukit Rahman Putra 3,
Taman Perindustrian Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan.
Tel:+603-61458600(Gen.Line) OYL Fax:+603-61412060
1
Print
Close
2

Figure 5.11 Invoice Details

1) Click on “Print”, printer screen will be shown and allows you to print the document.
2) Click on “Close”, this document screen will be closed.

6.0 Delivery Status

6.1 Proforma Invoice

This is the sub-section that you can check the history of your Proforma Invoice. Various searching and listing methods are provided.

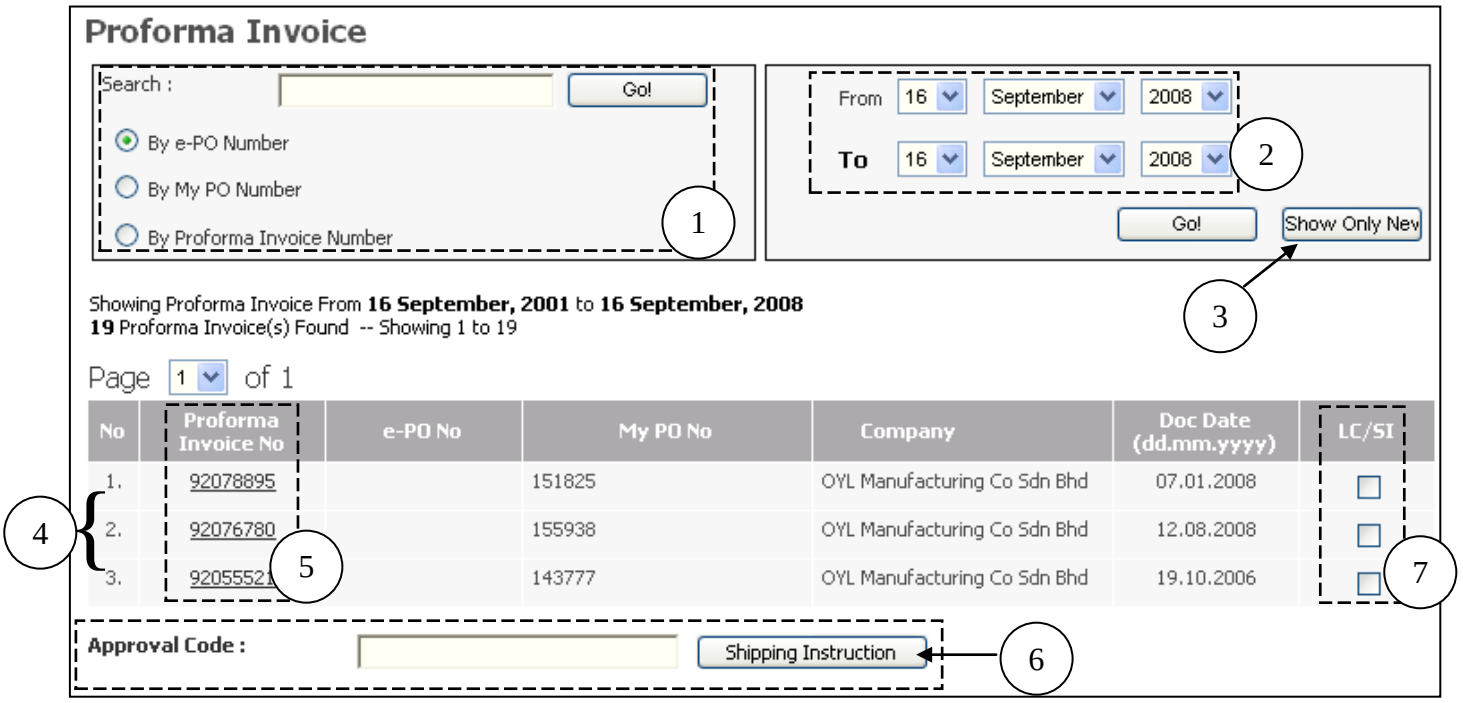
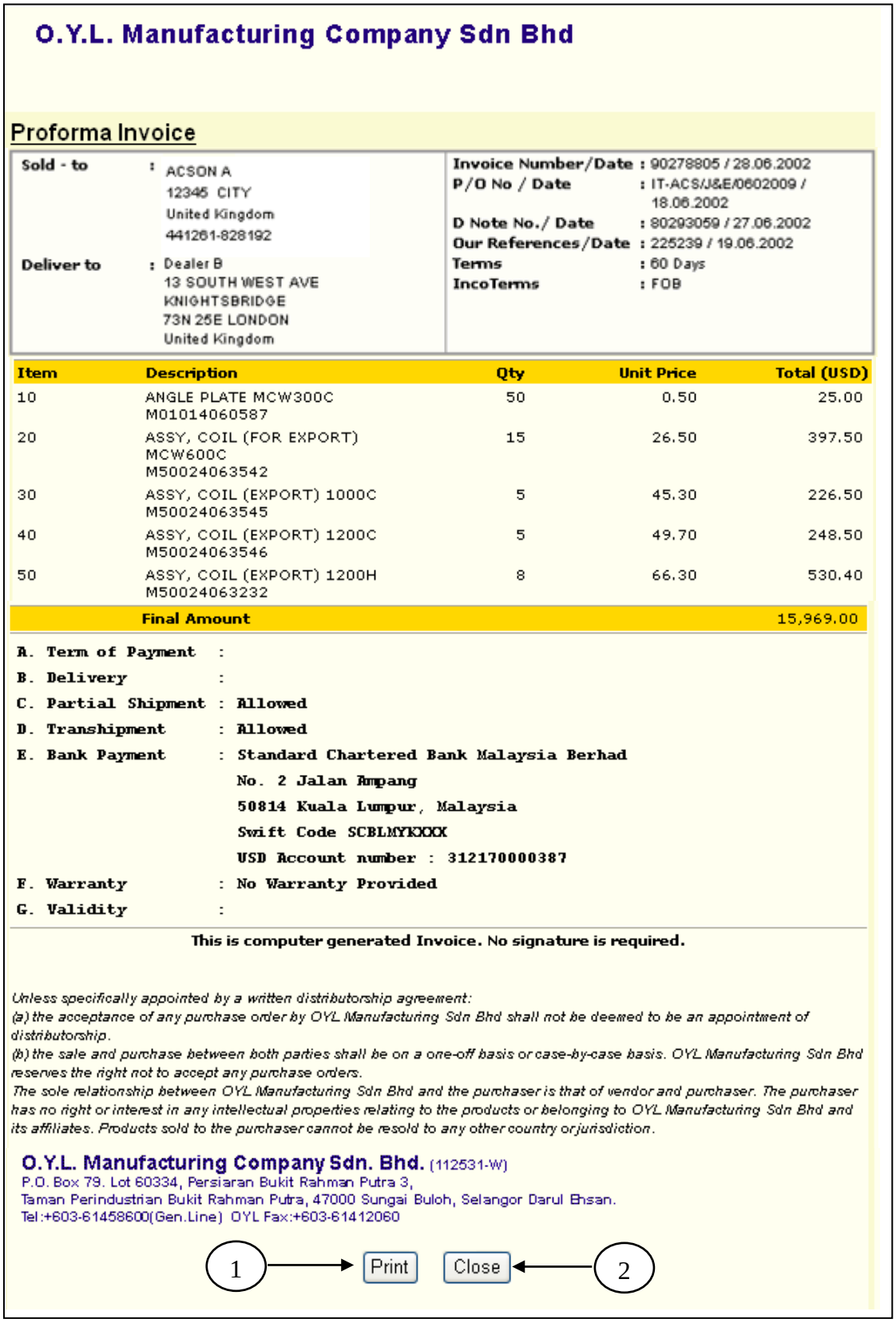


Figure 6.1 Proforma Invoice

1) Select searching type, input your search key and then click on “Go!”. Proforma Invoice that contain search key will be listed.
2) Searching Invoice by its document date. Choose a date and then click on “Go!”, Proforma Invoice that created on that date will be listed.
3) Click on “Show Only New”, new Proforma Invoice will be listed.
4) Search results are listed here.
5) Click on link “Proforma Invoice No”, you will be able to view the details of that Proforma Invoice. (refer to **Figure 6.2**)
6) Enter the approval code then click on button “Shipping Instruction” to be able to fill in the details of the Shipping Instruction. (Refer to **Figure 6.3**)
7) This column shows the source of ship to address whether by Letter of Credit or Shipping Instruction. By clicking on the checkbox, you will be able to fill in the details of the Shipping Instruction. When the Shipping Instruction has been updated, you will be able to view the details by clicking on the “Shipping Instruction” hyperlink. (Refer to **Figure 6.4**)



O.Y.L. Manufacturing Company Sdn Bhd

Proforma Invoice

Sold - to	: ACSON A 12345 CITY United Kingdom 441261-828192	**Invoice Number/Date**	: 90278805 / 28.06.2002
		P/O No / Date	: IT-ACS/J&E/0602009 / 18.06.2002
		D Note No./ Date	: 80293059 / 27.06.2002
		Our References/Date	: 225239 / 19.06.2002
		Terms	: 60 Days
Deliver to	: Dealer B 13 SOUTH WEST AVE KNIGHTSBRIDGE 73N 25E LONDON United Kingdom	**IncoTerms**	: FOB

Item	Description	Qty	Unit Price	Total (USD)
10	ANGLE PLATE MCW300C M01014060587	50	0.50	25.00
20	ASSY, COIL (FOR EXPORT) MCW600C M50024063542	15	26.50	397.50
30	ASSY, COIL (EXPORT) 1000C M50024063545	5	45.30	226.50
40	ASSY, COIL (EXPORT) 1200C M50024063546	5	49.70	248.50
50	ASSY, COIL (EXPORT) 1200H M50024063232	8	66.30	530.40
	Final Amount			15,969.00

A. Term of Payment :
B. Delivery :
C. Partial Shipment : Allowed
D. Transhipment : Allowed
E. Bank Payment : Standard Chartered Bank Malaysia Berhad
No. 2 Jalan Ampang
50814 Kuala Lumpur, Malaysia
Swift Code SCBLMYKXXX
USD Account number : 312170000387
F. Warranty : No Warranty Provided
G. Validity :

This is computer generated Invoice. No signature is required.

Unless specifically appointed by a written distributorship agreement:
(a) the acceptance of any purchase order by OYL Manufacturing Sdn Bhd shall not be deemed to be an appointment of distributorship.
(b) the sale and purchase between both parties shall be on a one-off basis or case-by-case basis. OYL Manufacturing Sdn Bhd reserves the right not to accept any purchase orders.
The sole relationship between OYL Manufacturing Sdn Bhd and the purchaser is that of vendor and purchaser. The purchaser has no right or interest in any intellectual properties relating to the products or belonging to OYL Manufacturing Sdn Bhd and its affiliates. Products sold to the purchaser cannot be resold to any other country or jurisdiction.

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P.O. Box 79, Lot 60334, Persiaran Bukit Rahman Putra 3,
Taman Perindustrian Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan.
Tel:+603-61458600(Gen.Line) OYL Fax:+603-61412060

1 → Print Close ← 2

Figure 6.2 Proforma Invoice Details

1) Click on “Print”, printer screen will be shown and allows you to print the document.
2) Click on “Close”, this document screen will be closed.

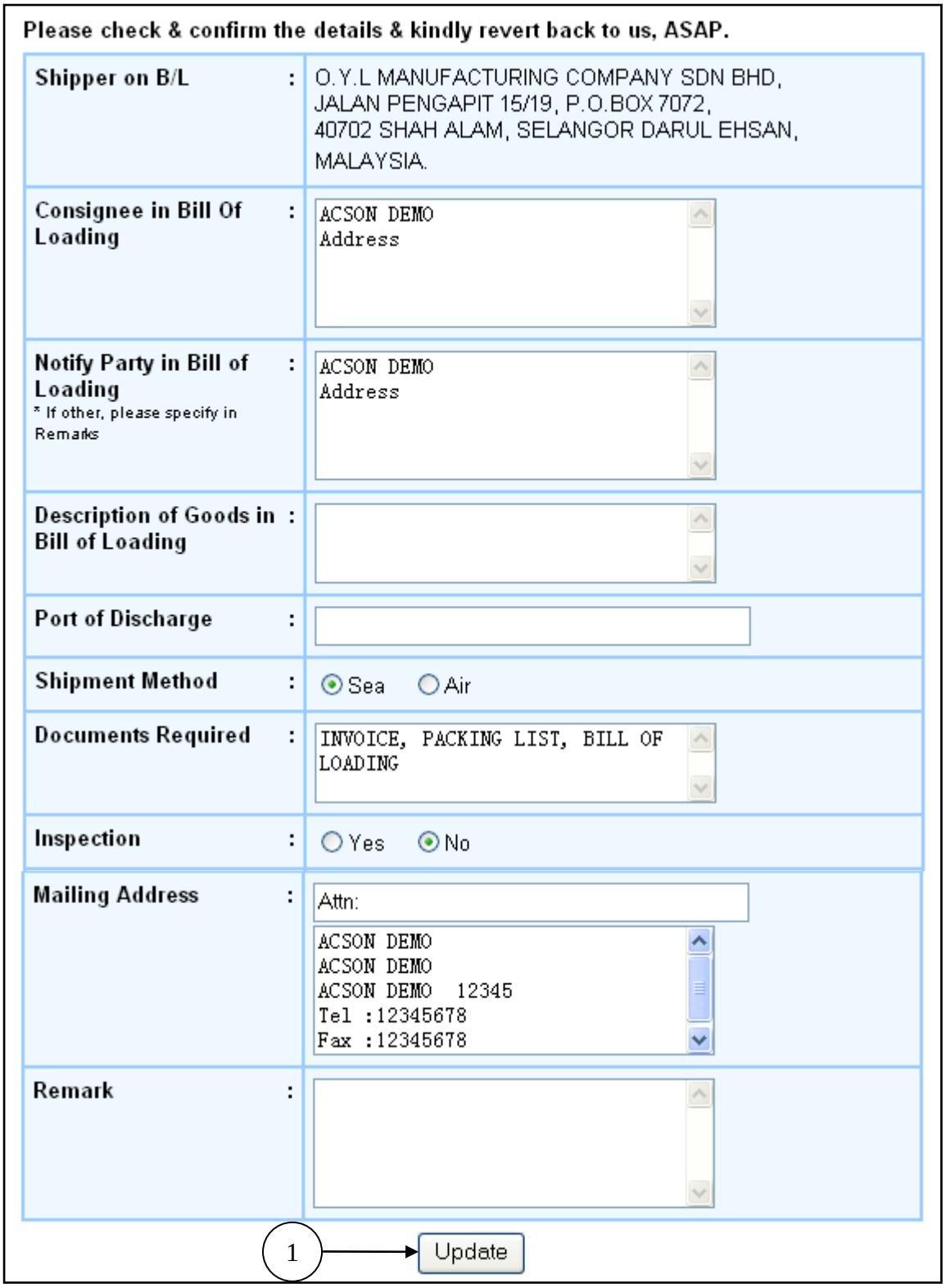
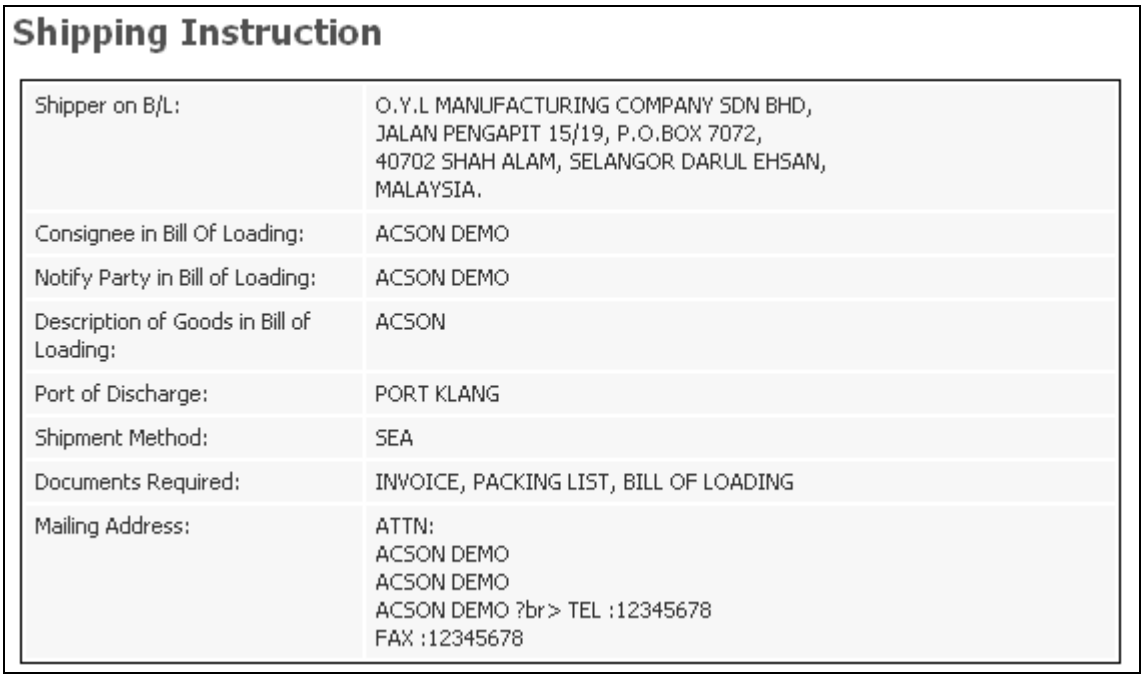


Figure 6.3 Fill in Shipping Instruction Details

1) Click on “Update” to update Shipping Instruction Details.



Shipping Instruction

Shipper on B/L:	O.Y.L MANUFACTURING COMPANY SDN BHD, JALAN PENGAPIT 15/19, P.O.BOX 7072, 40702 SHAH ALAM, SELANGOR DARUL EHSAN, MALAYSIA.
Consignee in Bill Of Loading:	ACSON DEMO
Notify Party in Bill of Loading:	ACSON DEMO
Description of Goods in Bill of Loading:	ACSON
Port of Discharge:	PORT KLANG
Shipment Method:	SEA
Documents Required:	INVOICE, PACKING LIST, BILL OF LOADING
Mailing Address:	ATTN: ACSON DEMO ACSON DEMO ACSON DEMO ?br> TEL :12345678 FAX :12345678

Figure 6.4 View Shipping Instruction

6.2 Letter of Credit

This is the sub-section that you can check the history of your LC. The searching by LC Number is provided.

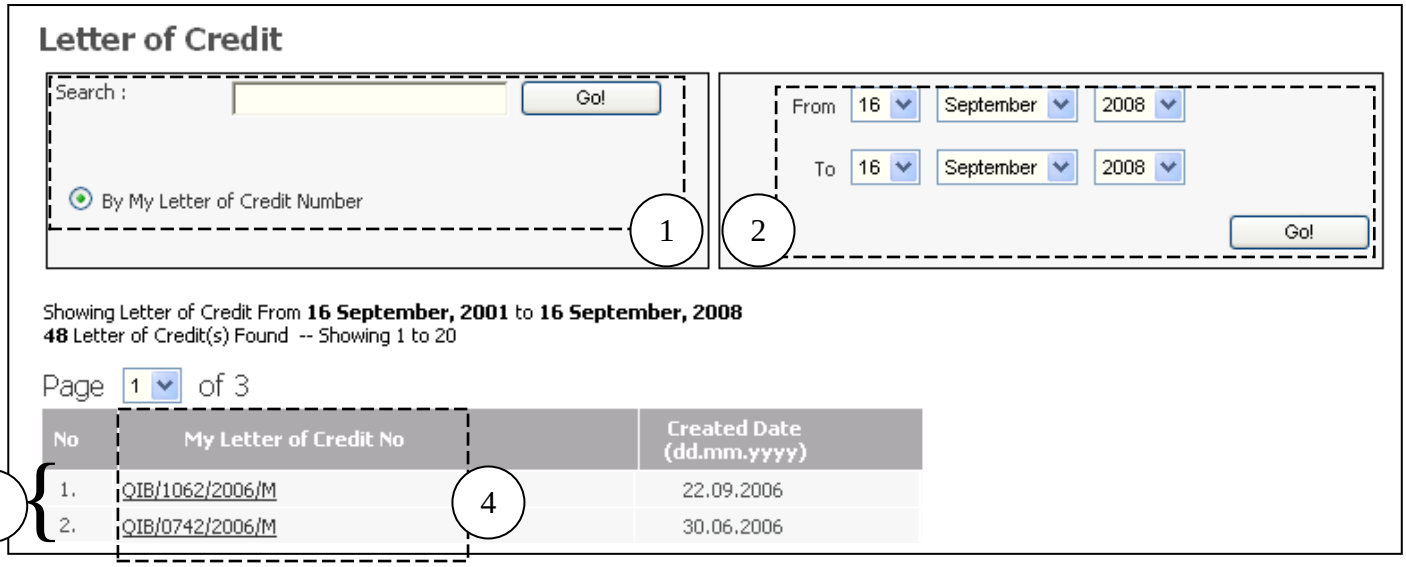


Figure 6.5 Letter of Credit

1) Select searching type, input your search key and then click on “Go!”. LC that contain search key will be listed.
2) Searching by its created date. Choose a date and then click on “Go!”, LC that created on that date will be listed.
3) Search results are listed here.
4) Click on link “My Letter of Credit No”, you will be able to view the details of that LC. (Refer to **Figure 6.6**)

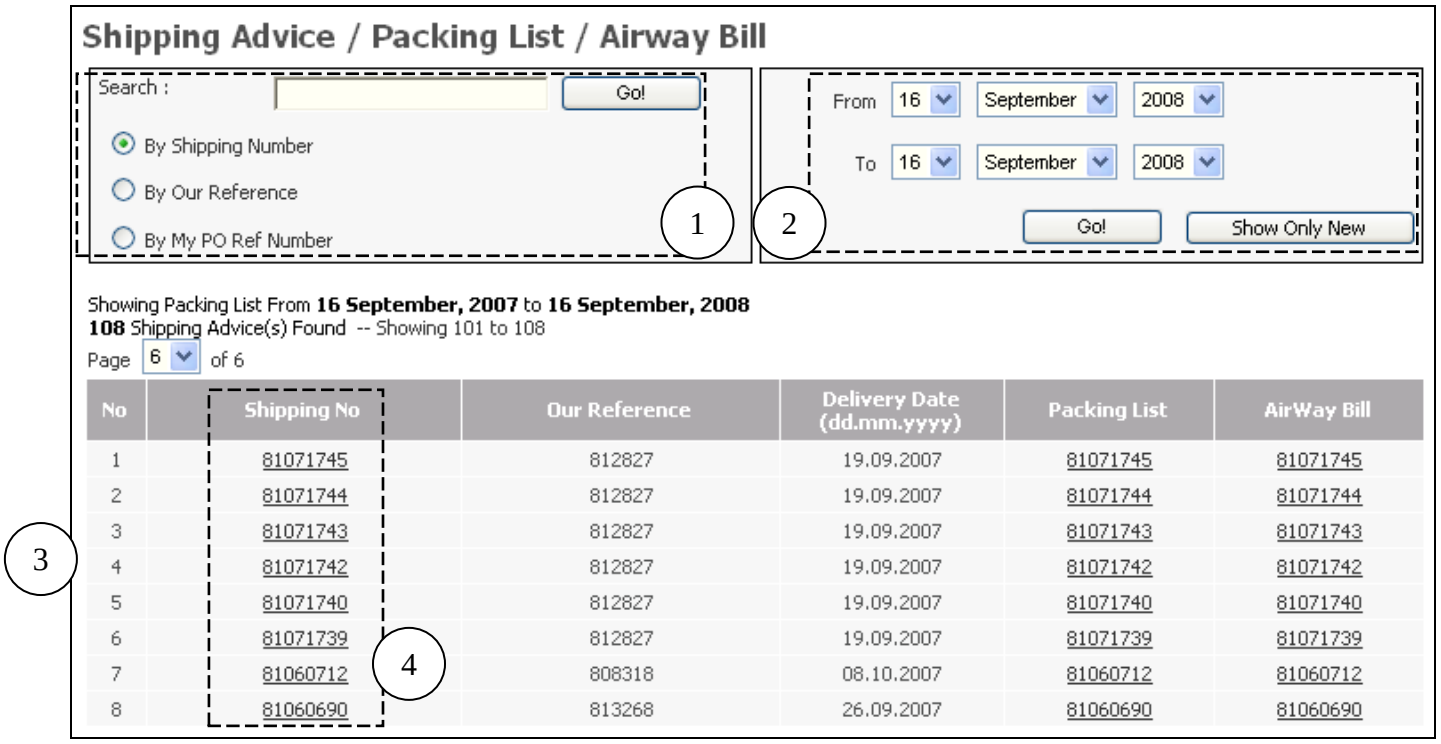
Letter of Credit

My Letter of Credit No.	:	1234567899EBIZ
L/C Value	:	USD 11,080.00
Shipper on B/L	:	O.Y.L Manufacturing Company Sdn Bhd Jalan Pengapit 15/19, P.O.Box 7072 40702 Shah Alam, Selangor Darul Ehsan Malaysia
Consignee in Bill Of Lading	:	MACSONS SARLMALAS & CO TALLET EL KHAYAT MALAS BLDG P.O. BOX 14-6079 6079 LB
Notify Party in Bill of Lading	:	ACSON A 13 SOUTH WEST AVE KNIGHTSBRIDGE
Description of Goods in Bill of Lading	:	HEADER TEXT
Remarks	:	
Presented to Bank on	:	Not Presented Yet

Figure 6.6 Letter of Credit Details

6.3 Shipping Advice

This is the sub-section that you can check the history of your Shipping Advice. The searching by Shipping Advice is provided.



No	Shipping No	Our Reference	Delivery Date (dd.mm.yyyy)	Packing List	AirWay Bill
1	81071745	812827	19.09.2007	81071745	81071745
2	81071744	812827	19.09.2007	81071744	81071744
3	81071743	812827	19.09.2007	81071743	81071743
4	81071742	812827	19.09.2007	81071742	81071742
5	81071740	812827	19.09.2007	81071740	81071740
6	81071739	812827	19.09.2007	81071739	81071739
7	81060712	808318	08.10.2007	81060712	81060712
8	81060690	813268	26.09.2007	81060690	81060690

Figure 6.7 Shipping Advice

1) Select searching type, input your search key and then click on “Go!”. Shipping Advice that contain search key will be listed.
2) Searching by its created date. Choose a date and then click on “Go!”, Shipping Advice that created on that date will be listed.
3) Search results are listed here.
4) Click on link “Shipping No”, you will be able to view and print the details of that Shipping Advice. (Refer to **Figure 6.8**)

O.Y.L. Manufacturing Company Sdn Bhd
Shipping Advice
10/10/2002
Attn - to : ACSON A
13 SOUTH WEST AVE
KNIGHTSBRIDGE
73N 25E LONDON
United Kingdom
Shipping No./Date : 80002385 /21 .08 .2002
P/O No / Date : HU / 21 .08 .2002
Our Reference/Date : 3057 / 21 .08 .2002
We are pleased to inform that we have arranged the following shipment/s:
Vessel Number :Vessel Number
Port of Discharge :Port of Discharge
Container No :Container Number
Estimated Time of Departure :21.08.2002
Estimated Time of Arrival :31.08.2002
Item Description Material Number Quantity
10 MOTOR, MCC60C-503 600W A03039008011 2
20 FAN CROSS FLOW, WM10/15F A03024032878 2
30 HANGER CC10-25C A01014032372 1
Computer generated document does not requires any signature.
Shipping documents will be dispatched once we received the Bills of Lading.
Thank you <(>&<)> regards,
Leong YS/ Haw ky
26 December 2007
Unless specifically appointed by a written distributorship agreement:
(a) the acceptance of any purchase order by OYL Manufacturing Sdn Bhd shall not be deemed to be an appointment of distributorship.
(b) the sale and purchase between both parties shall be on a one-off basis or case-by-case basis. OYL Manufacturing Sdn Bhd reserves the right not to accept any purchase orders.
The sole relationship between OYL Manufacturing Sdn Bhd and the purchaser is that of vendor and purchaser. The purchaser has no right or interest in any intellectual properties relating to the products or belonging to OYL Manufacturing Sdn Bhd and its affiliates. Products sold to the purchaser cannot be resold to any other country or jurisdiction.
O.Y.L. Manufacturing Company Sdn. Bhd. (112531-W)
P.O. Box 79. Lot 60334, Persiaran Bukit Rahman Putra 3,
Taman Perindustrian Bukit Rahman Putra, 47000 Sungai Buloh, Selangor Darul Ehsan.
Tel:+603-61458600(Gen.Line) OYL Fax:+603-61412060
1
Print
Close
2

Figure 6.8 Print Shipping Advice

1) Click on “Print”, printer screen will be shown and allows you to print the document.
2) Click on “Close”, this document screen will be closed.

6.4 UPS Tracking

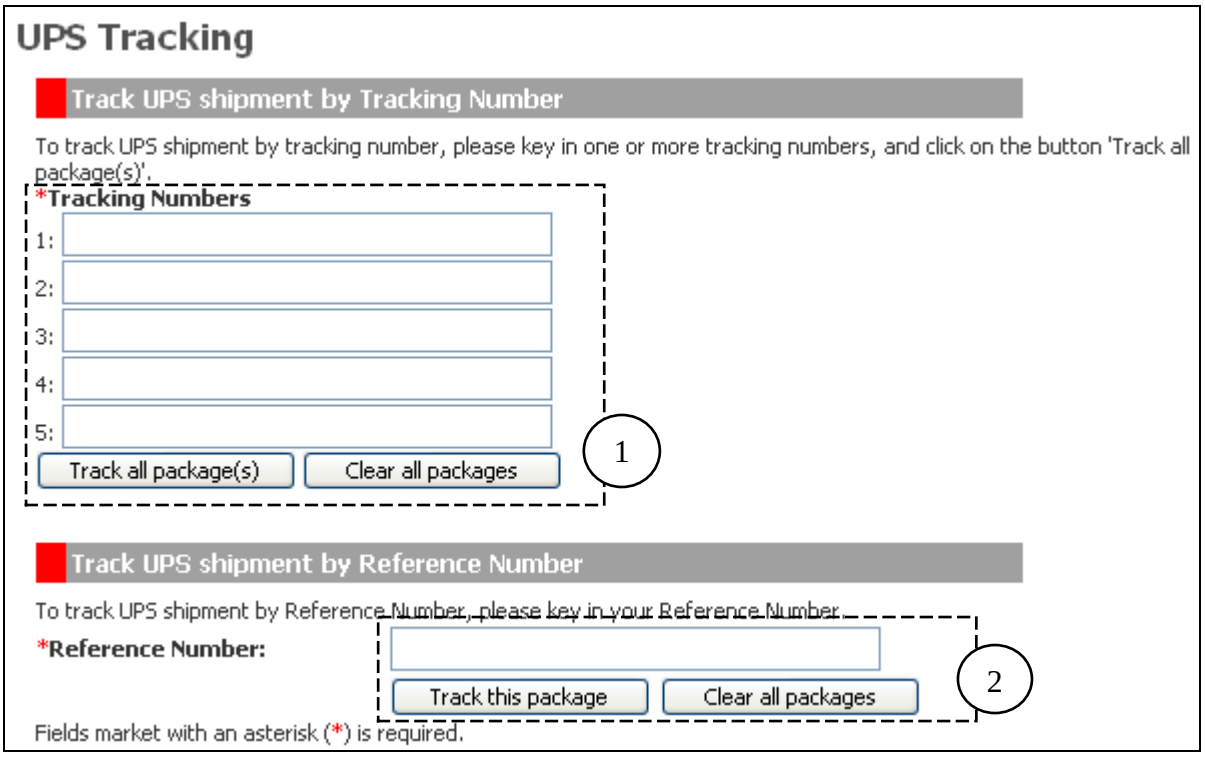

UPS Tracking
Track UPS shipment by Tracking Number
To track UPS shipment by tracking number, please key in one or more tracking numbers, and click on the button 'Track all package(s)'.
*Tracking Numbers
1:
2:
3:
4:
5:
Track all package(s)
Clear all packages
1
Track UPS shipment by Reference Number
To track UPS shipment by Reference Number, please key in your Reference Number.
*Reference Number:
Track this package
Clear all packages
2
Fields market with an asterisk (*) is required.

Figure 6.9 UPS Tracking

1. This column is used to track the shipment by tracking number. Insert the tracking number in the column and click on “Track All Package(s)”. (Refer to **Figure 6.10**)
2. This column is used to track the shipment by the reference number. Insert the reference number and click on “Track this package”. Click on “Clear all packages” to cancel the tracking. (Refer to **Figure 6.10**)

Back to E-Distributor
UPS Tracking
UPS OnLine® Tools
The number you entered is not a valid tracking number. Review and update the field below.
Back to E-Distributor

Figure 6.10 UPS Tracking

7.0 e- Service

The e- Service provides information on

7.1) Technical Bulletin
7.2) Technical Info
7.3) Online Tools
7.4) Software Tools

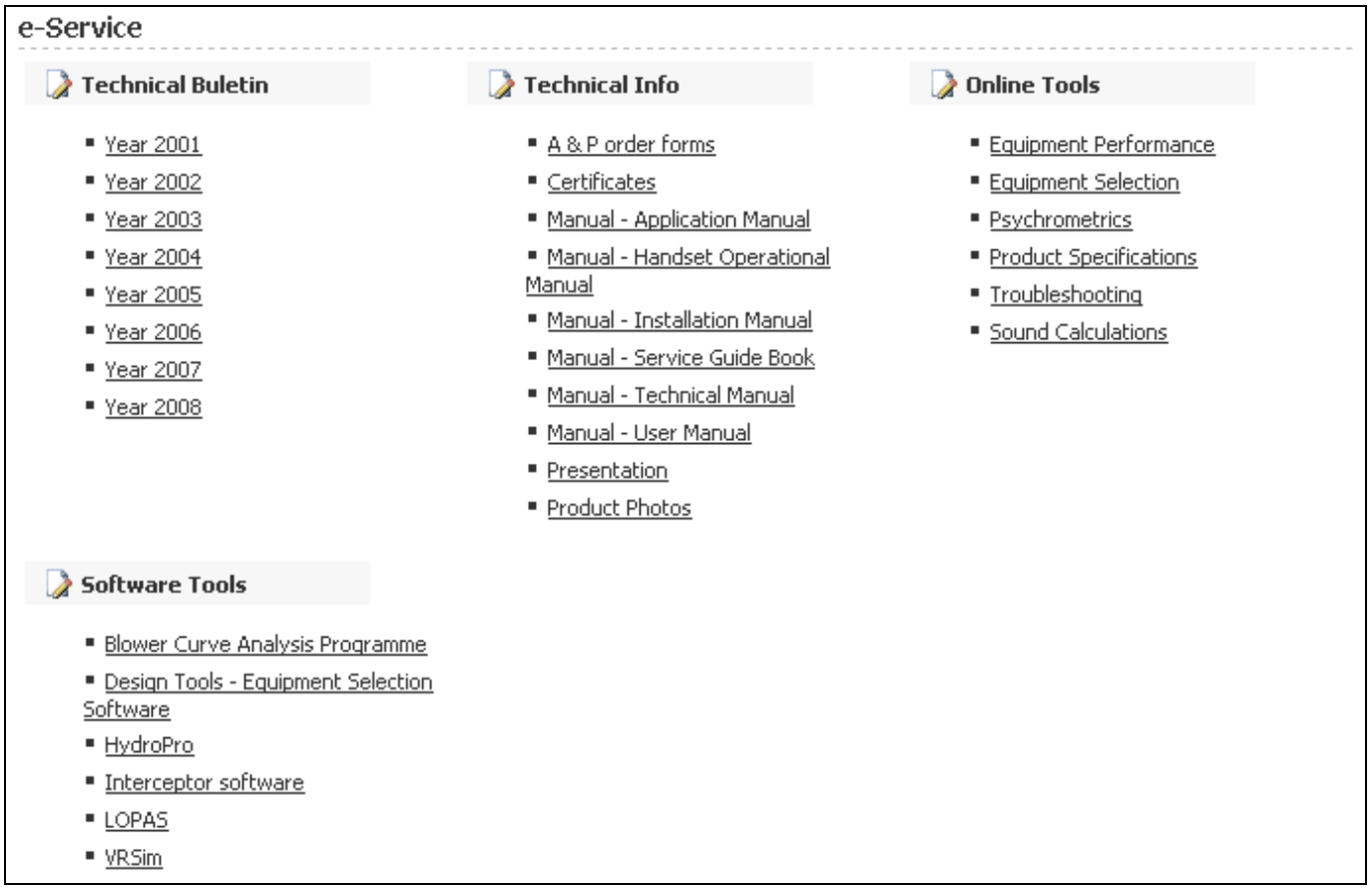


Figure 7.1 e- Service

7.1 Technical Bulletin

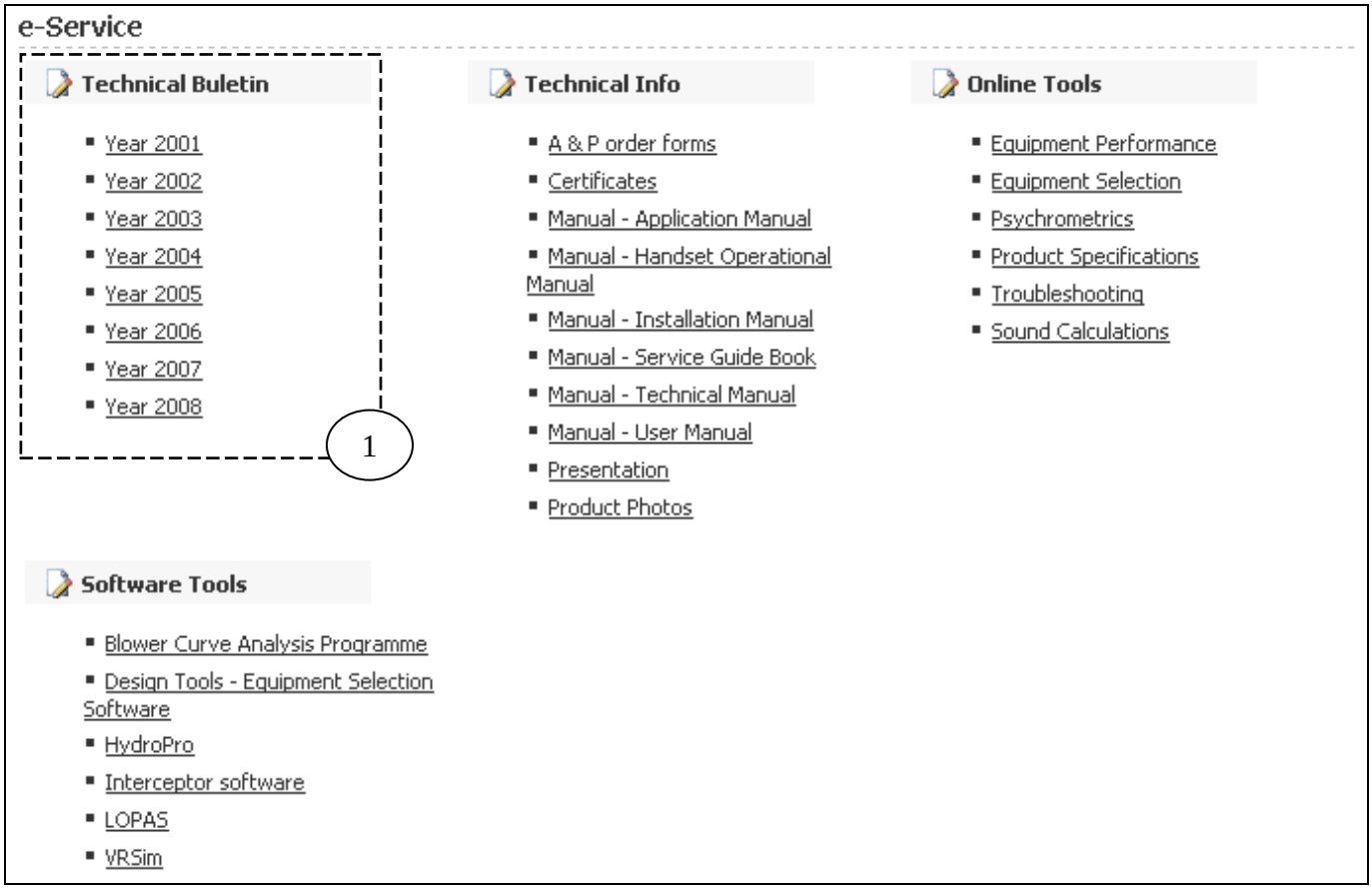


Figure 7.2 Technical Bulletin

1. Click on the hyperlink of year and you will be redirected to see the technical bulletin which have issued during the year. (Refer to **Figure 7.3**)

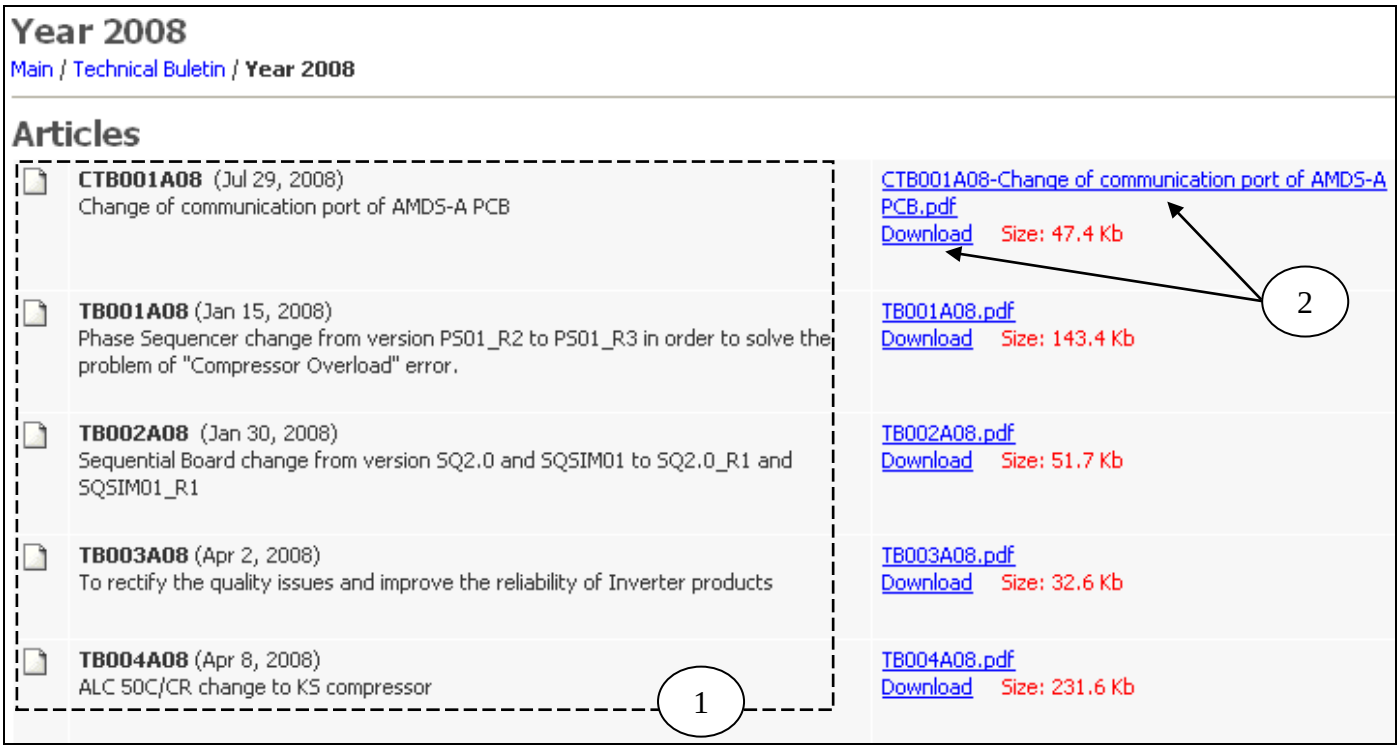

Year 2008
Main / Technical Buletin / Year 2008
Articles
CTB001A08 (Jul 29, 2008)
Change of communication port of AMDS-A PCB
CTB001A08-Change of communication port of AMDS-A PCB.pdf
Download Size: 47.4 Kb
TB001A08 (Jan 15, 2008)
Phase Sequencer change from version PS01_R2 to PS01_R3 in order to solve the problem of "Compressor Overload" error.
TB001A08.pdf
Download Size: 143.4 Kb
TB002A08 (Jan 30, 2008)
Sequential Board change from version SQ2.0 and SQSIM01 to SQ2.0_R1 and SQSIM01_R1
TB002A08.pdf
Download Size: 51.7 Kb
TB003A08 (Apr 2, 2008)
To rectify the quality issues and improve the reliability of Inverter products
TB003A08.pdf
Download Size: 32.6 Kb
TB004A08 (Apr 8, 2008)
ALC 50C/CR change to KS compressor
TB004A08.pdf
Download Size: 231.6 Kb
1
2

Figure 7.3 Technical Bulletin Year 2008

1. This column showed the title and description of the technical bulletin been created.
2. Click on the hyperlink to open the technical bulletin in PDF format directly or click on the "Download" to download the technical bulletin in PDF format and save in computer.

7.2 Technical Info

The technical info provides information on:

- 7.2.1 A&P order forms
- 7.2.2 Certificates
- 7.2.3 Manual- Application Manual
- 7.2.4 Manual- Handset Operation Manual
- 7.2.5 Manual- Installation Manual
- 7.2.6 Manual- Service Guide Book
- 7.2.7 Manual- Technical Manual
- 7.2.8 Manual- User Manual
- 7.2.9 Presentation
- 7.2.10 Product Photos

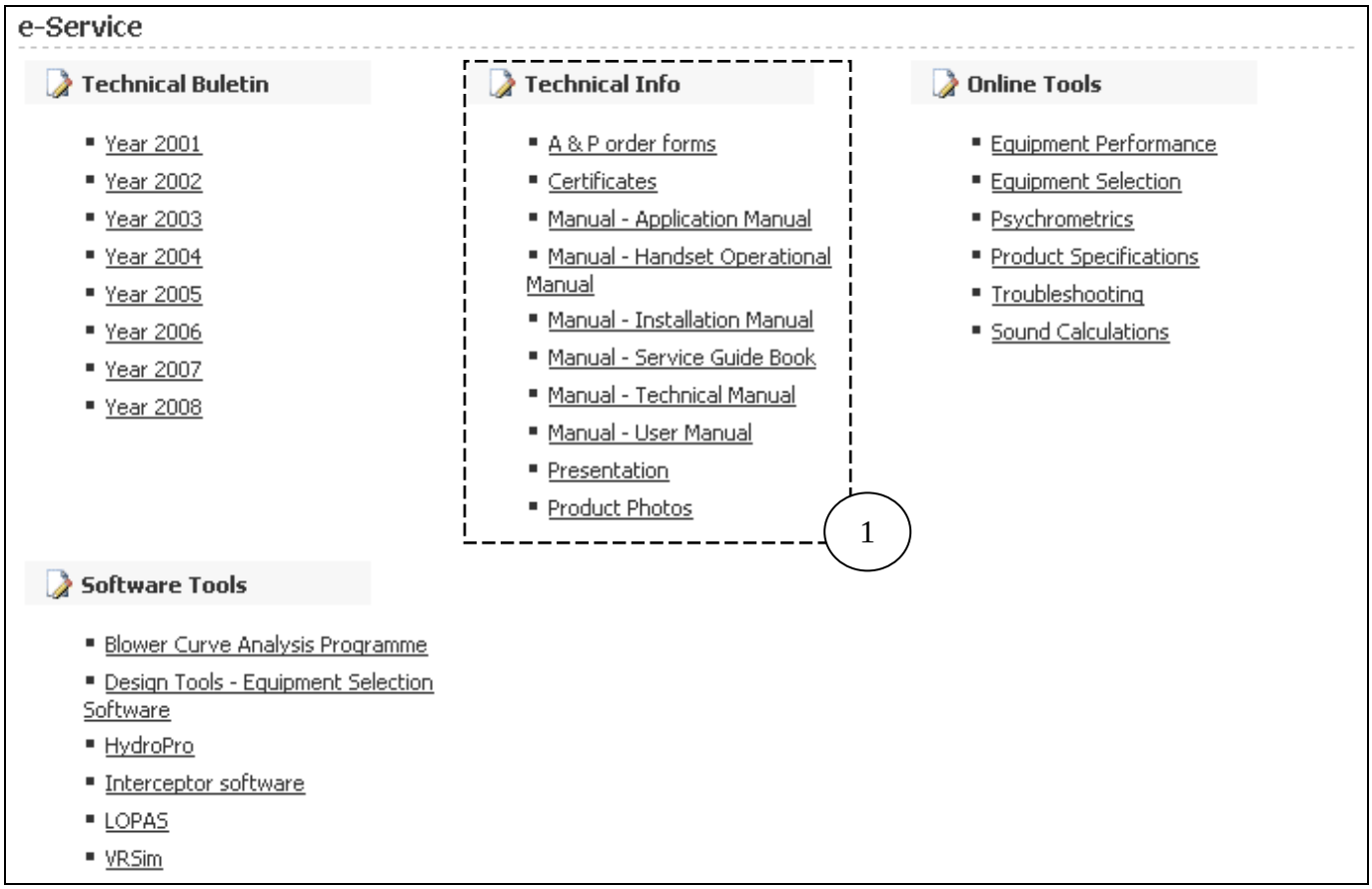


Figure 7.4 Technical Info

1. Click on the hyperlinks and you will be redirected to the page you have selected.

7.2.1 A&P order forms

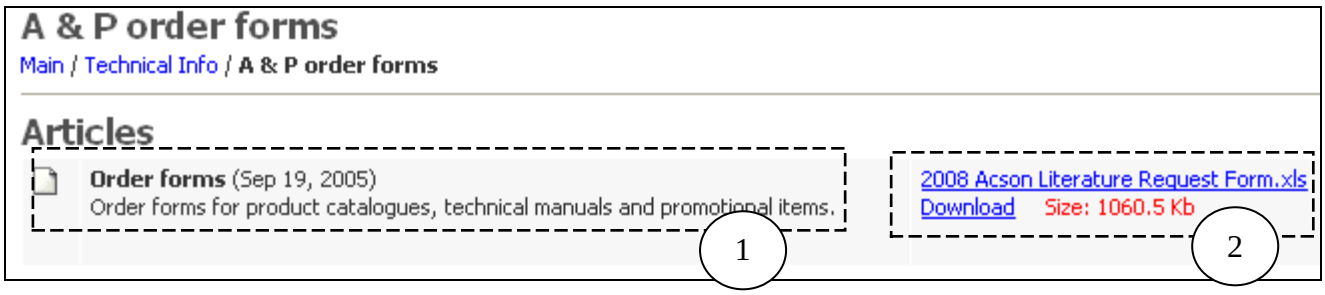

A & P order forms
Main / Technical Info / A & P order forms
Articles
Order forms (Sep 19, 2005)
Order forms for product catalogues, technical manuals and promotional items.
1
2008 Acson Literature Request Form.xls
Download Size: 1060.5 Kb
2

Figure 7.5 A&P Order Forms

1. This column showed the title and description of the A&P order form.
2. Click on the hyperlink to open the order form (in Excel form) directly or click on the "Download" to download and save this form to computer.

7.2.2 Certificates

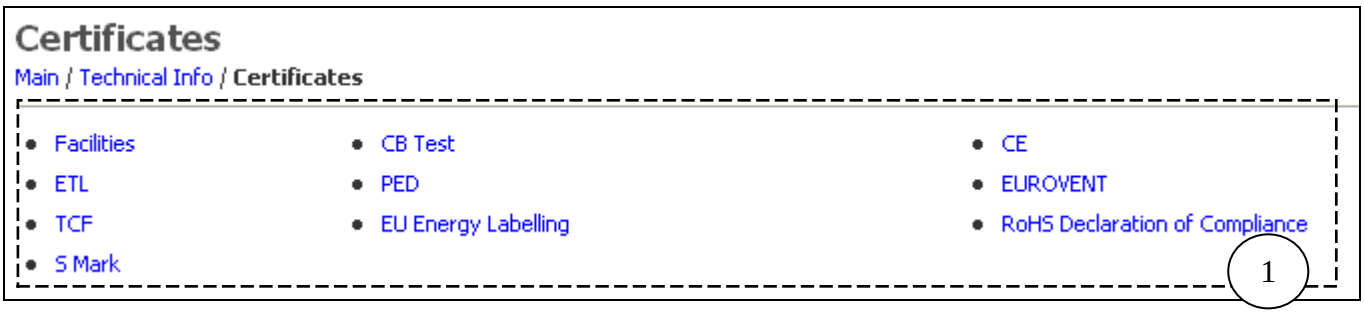


Figure 7.6 Certificates

1. Click on the hyperlink and you be redirected to the certificate's page for the models. For example, you click on the "CE" link. The CE certificate page for the models will be shown. (**Refer to Figure 7.7**)

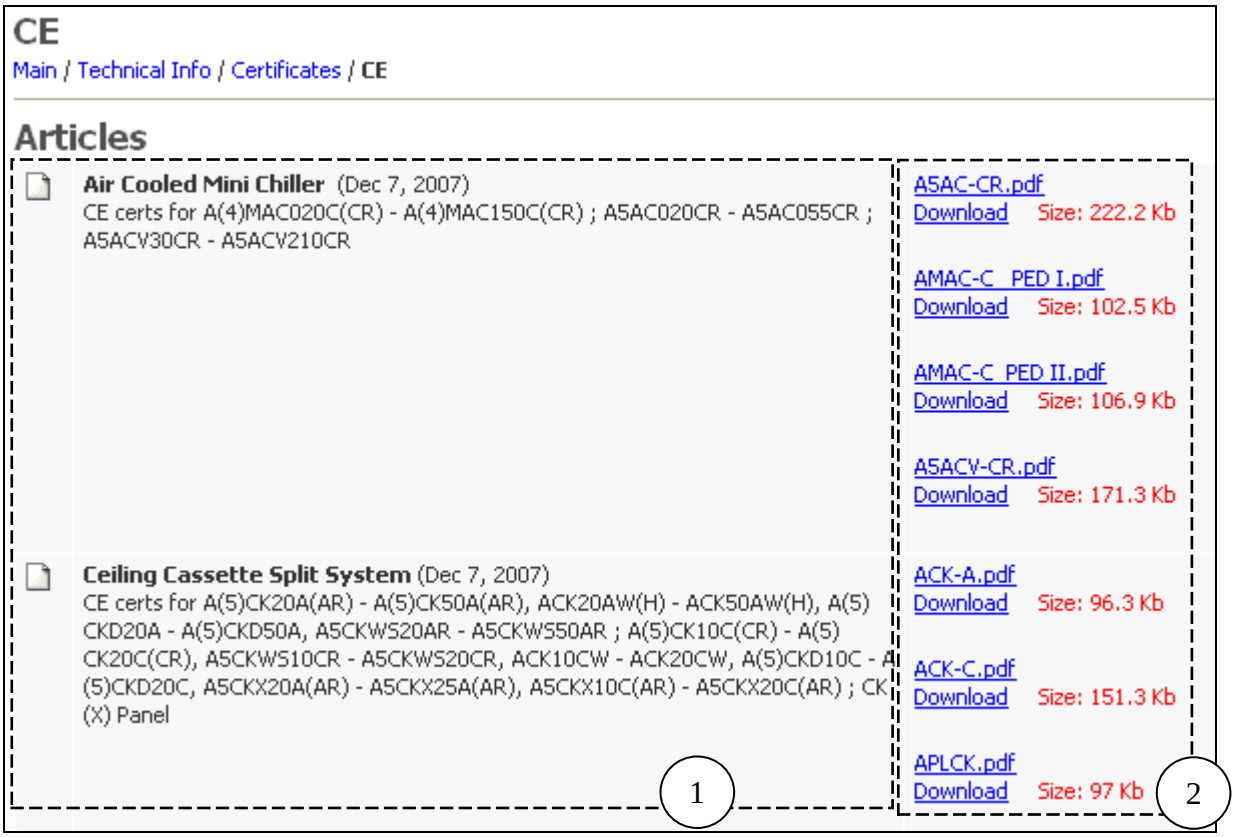

CE
Main / Technical Info / Certificates / CE
Articles
Air Cooled Mini Chiller (Dec 7, 2007)
CE certs for A(4)MAC020C(CR) - A(4)MAC150C(CR) ; A5AC020CR - A5AC055CR ; A5ACV30CR - A5ACV210CR
A5AC-CR.pdf
Download Size: 222.2 Kb
AMAC-C_PED I.pdf
Download Size: 102.5 Kb
AMAC-C_PED II.pdf
Download Size: 106.9 Kb
A5ACV-CR.pdf
Download Size: 171.3 Kb
Ceiling Cassette Split System (Dec 7, 2007)
CE certs for A(5)CK20A(AR) - A(5)CK50A(AR), ACK20AW(H) - ACK50AW(H), A(5)CKD20A - A(5)CKD50A, A5CKWS20AR - A5CKWS50AR ; A(5)CK10C(CR) - A(5)CK20C(CR), A5CKWS10CR - A5CKWS20CR, ACK10CW - ACK20CW, A(5)CKD10C - A(5)CKD20C, A5CKX20A(AR) - A5CKX25A(AR), A5CKX10C(AR) - A5CKX20C(AR) ; CK(X) Panel
ACK-A.pdf
Download Size: 96.3 Kb
ACK-C.pdf
Download Size: 151.3 Kb
APLCK.pdf
Download Size: 97 Kb
1
2

Figure 7.7 Part of CE Certificate

1. This column showed the models with the CE certificates.
2. Click on the hyperlink to open the CE certificates for the model in PDF format or click on "Download" to download and save the certificate in PDF format to computer.

7.2.3 Manual- Application Manual

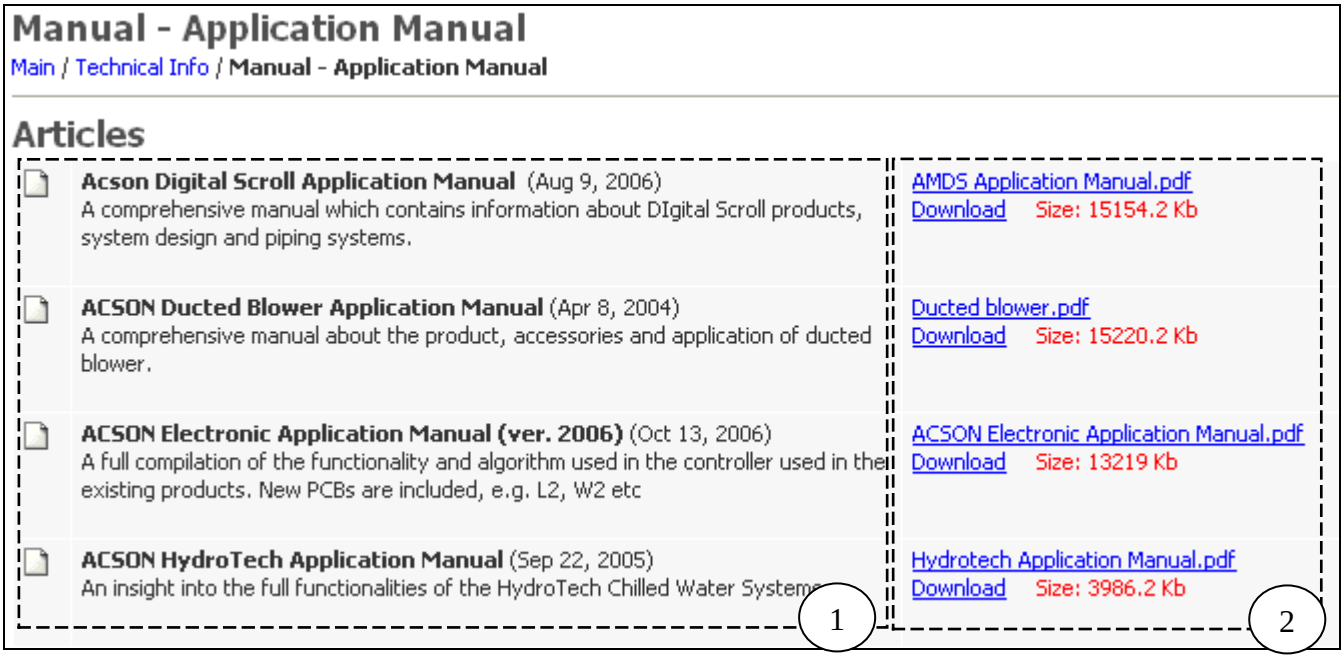

Manual - Application Manual
Main / Technical Info / Manual - Application Manual
Articles
Acson Digital Scroll Application Manual (Aug 9, 2006)
A comprehensive manual which contains information about DIgital Scroll products, system design and piping systems.
AMDS Application Manual.pdf
Download Size: 15154.2 Kb
ACSON Ducted Blower Application Manual (Apr 8, 2004)
A comprehensive manual about the product, accessories and application of ducted blower.
Ducted blower.pdf
Download Size: 15220.2 Kb
ACSON Electronic Application Manual (ver. 2006) (Oct 13, 2006)
A full compilation of the functionality and algorithm used in the controller used in the existing products. New PCBs are included, e.g. L2, W2 etc
ACSON Electronic Application Manual.pdf
Download Size: 13219 Kb
ACSON HydroTech Application Manual (Sep 22, 2005)
An insight into the full functionalities of the HydroTech Chilled Water System
Hydrotech Application Manual.pdf
Download Size: 3986.2 Kb
1
2

Figure 7.8 Application Manual

1. This column showed the title and description of each item's application manual.
2. Click on the hyperlink to open the application manual in PDF format or click on "Download" to download and save the application manual in PDF format to computer.

7.2.4 Manual- Handset Operation Manual

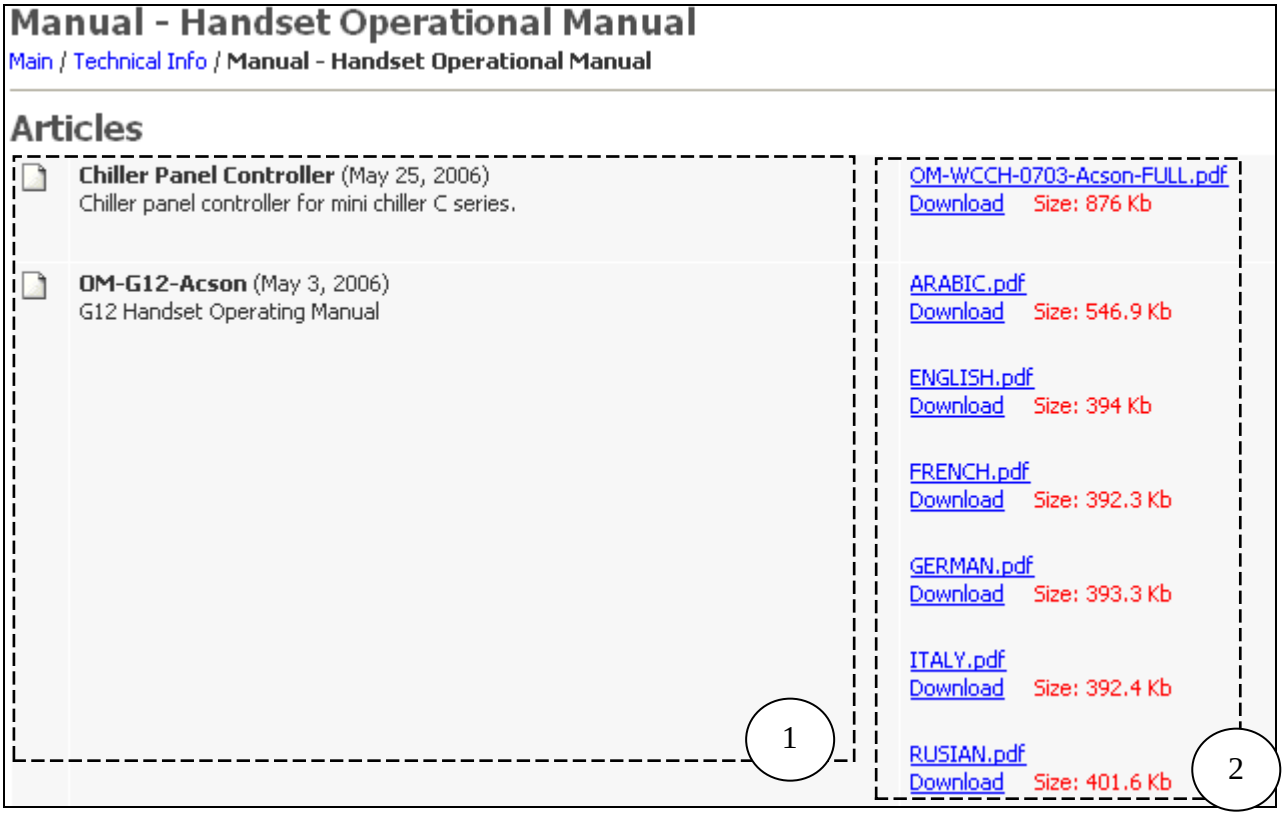


Figure 7.9 Part of Handset Operation Manual

1. This column showed the tile and description of each handset operation manual.
2. Click on the hyperlink to open the handset operation manual in PDF format or click on “download” to download and save the manual to computer.

7.2.5 Manual- Installation Manual

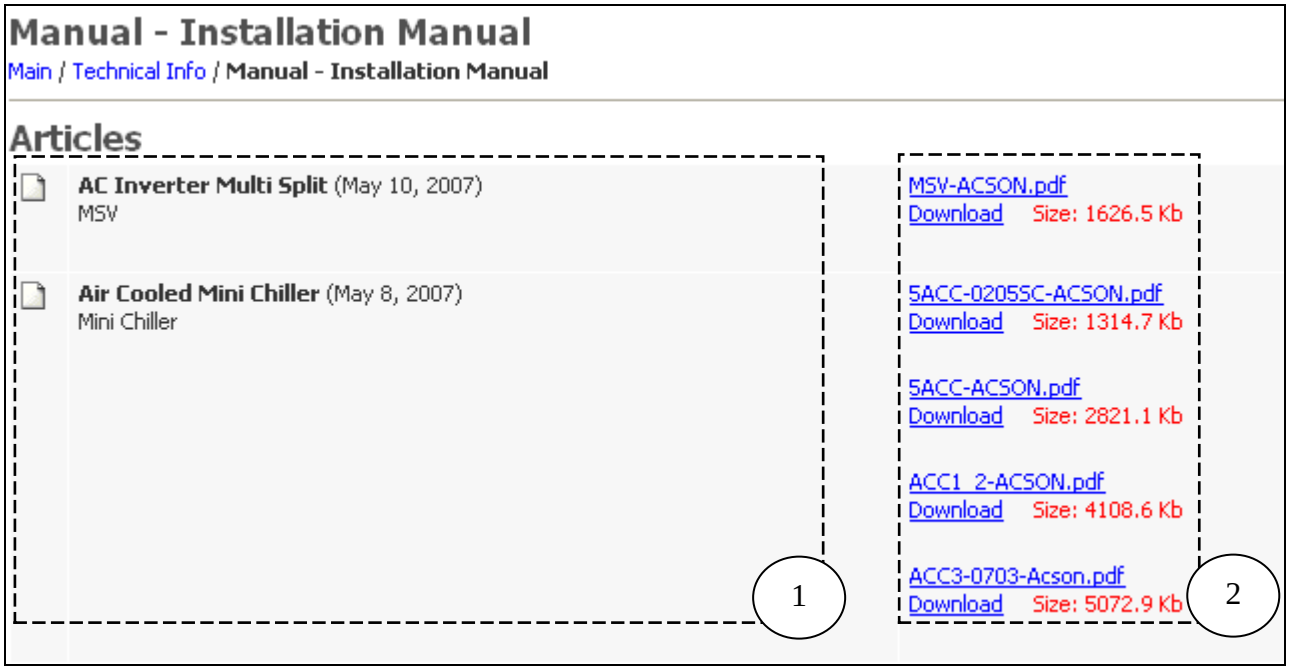


Figure 7.10 Installation Manual

1. This column showed the title and description of each Installation manual.
2. Click on the hyperlink to open the installation manual in PDF format or click on “Download” to download and save the installation manual in PDF format to computer.

7.2.6 Manual- Service Guide Book

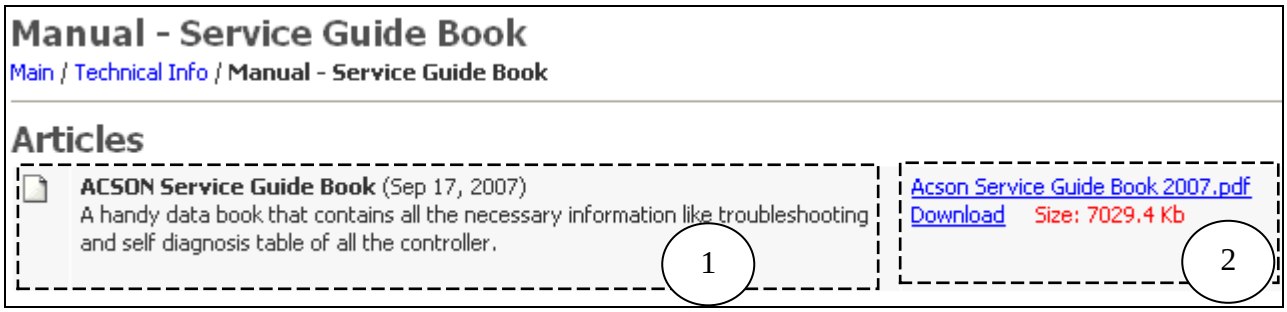

Manual - Service Guide Book
Main / Technical Info / Manual - Service Guide Book
Articles
ACSON Service Guide Book (Sep 17, 2007)
A handy data book that contains all the necessary information like troubleshooting and self diagnosis table of all the controller.
Acson Service Guide Book 2007.pdf
Download Size: 7029.4 Kb
1
2

Figure 7.11 Service Guide Book

1. This column showed the title and description of the service guide book.
2. Click on the hyperlink to open the service guide book in PDF format or click on “Download” to download and save to computer.

7.2.7 Manual- Technical Manual

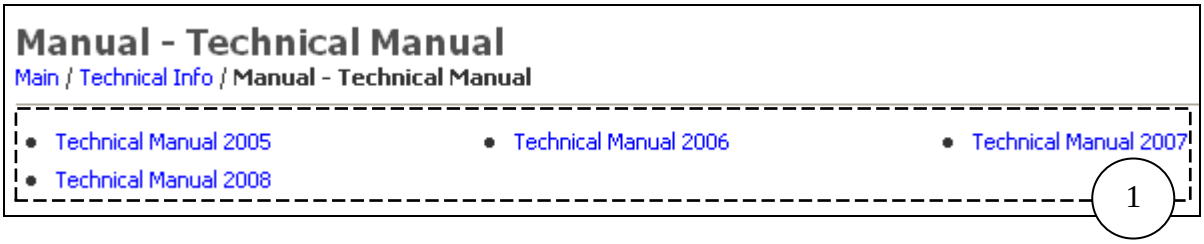


Figure 7.12 Technical Manual

1. Click on the hyperlink to select the technical manual according to year of created. For example, click on the hyperlink “Technical Manual 2008”, technical manual for each model year 2008 will be shown. (**Refer to Figure 7.13**)

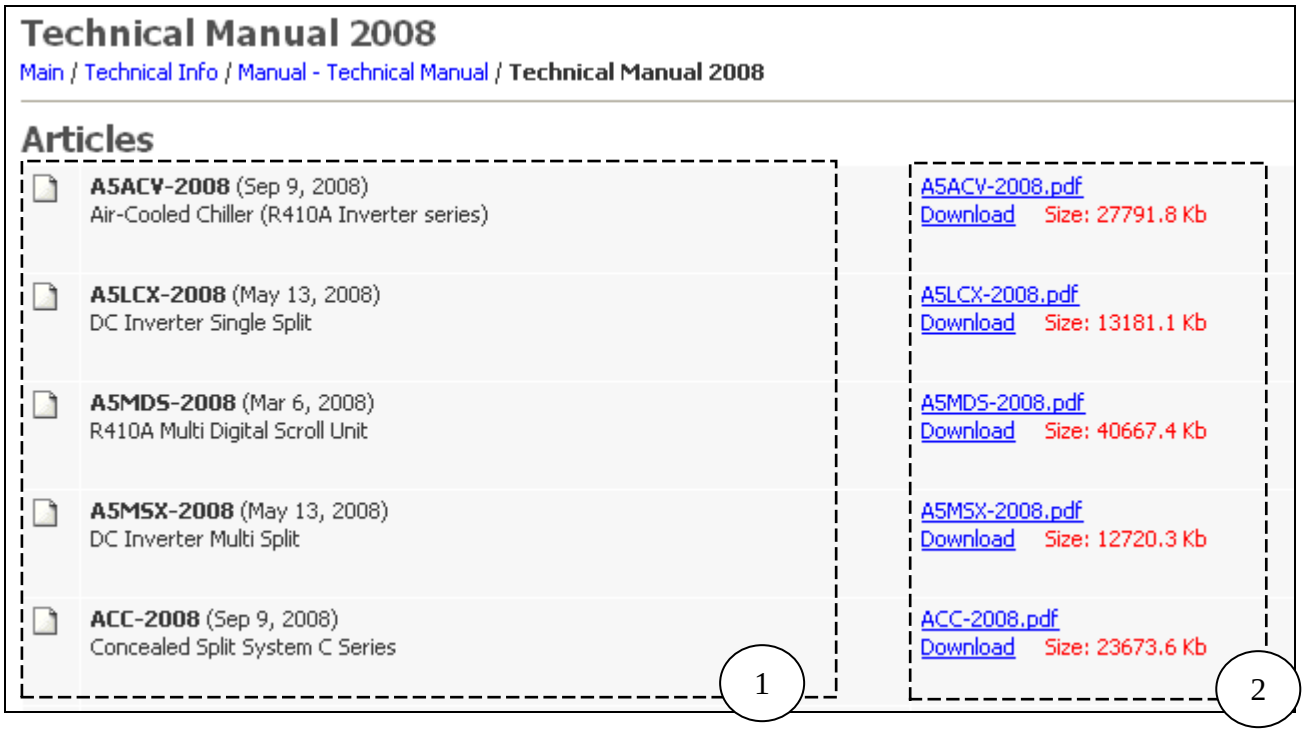


Figure 7.13 Part of Technical Manual 2008

1. This Column showed the title and model of the technical manual 2008.
2. Click on the hyperlink to open the selected technical manual in PDF format or click on “Download” to download and save to computer.

7.2.8 Manual- User Manual

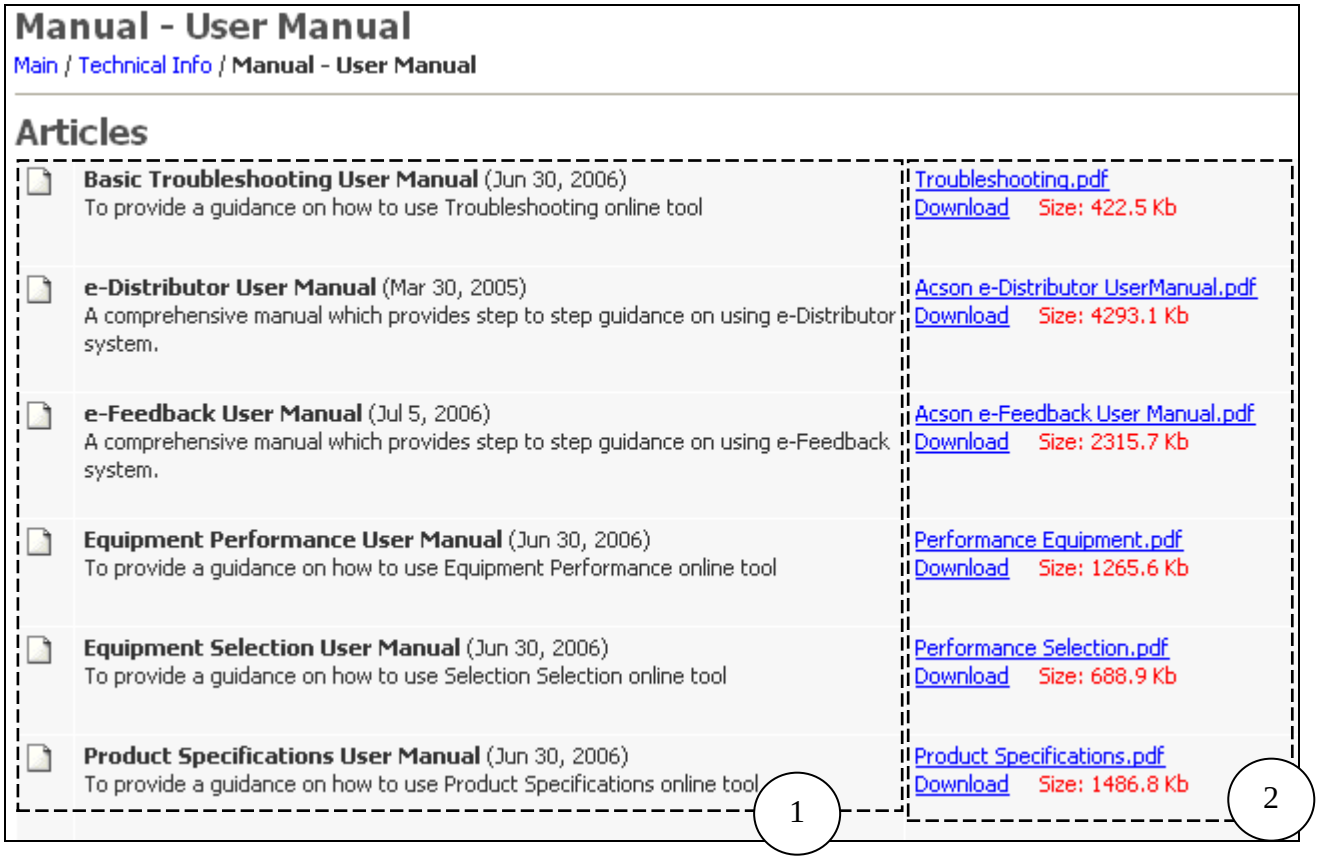

Manual - User Manual
Main / Technical Info / Manual - User Manual
Articles
Basic Troubleshooting User Manual (Jun 30, 2006)
To provide a guidance on how to use Troubleshooting online tool
Troubleshooting.pdf
Download Size: 422.5 Kb
e-Distributor User Manual (Mar 30, 2005)
A comprehensive manual which provides step to step guidance on using e-Distributor system.
Acson e-Distributor UserManual.pdf
Download Size: 4293.1 Kb
e-Feedback User Manual (Jul 5, 2006)
A comprehensive manual which provides step to step guidance on using e-Feedback system.
Acson e-Feedback User Manual.pdf
Download Size: 2315.7 Kb
Equipment Performance User Manual (Jun 30, 2006)
To provide a guidance on how to use Equipment Performance online tool
Performance Equipment.pdf
Download Size: 1265.6 Kb
Equipment Selection User Manual (Jun 30, 2006)
To provide a guidance on how to use Selection Selection online tool
Performance Selection.pdf
Download Size: 688.9 Kb
Product Specifications User Manual (Jun 30, 2006)
To provide a guidance on how to use Product Specifications online tool
Product Specifications.pdf
Download Size: 1486.8 Kb
1
2

Figure 7.14 User Manual

1. This column showed the title and description of the user manual.
2. Click on the hyperlink to open the selected user manual in PDF format or click on the "Download" to download and save the manual in PDF format to computer.

7.2.9 Presentation

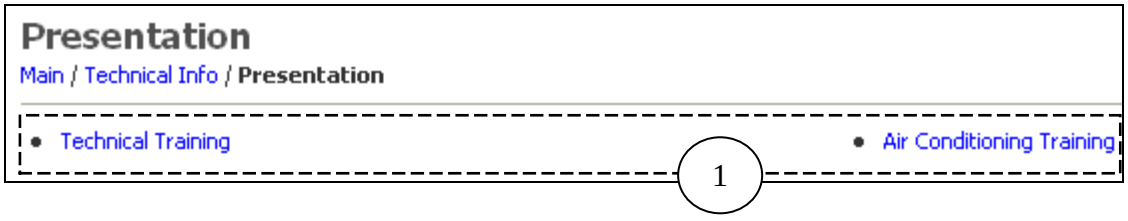


Figure 7.15 Presentation

1. Click on the hyperlink and you will be redirected to the page selected. For example, click on "Technical Training", and you will be redirected to page shown in **Figure 7.16**.

Figure 7.16 Technical Training

1. Click on the hyperlink to select the technical training material according to year of created. (Refer to **Figure 7.17**)

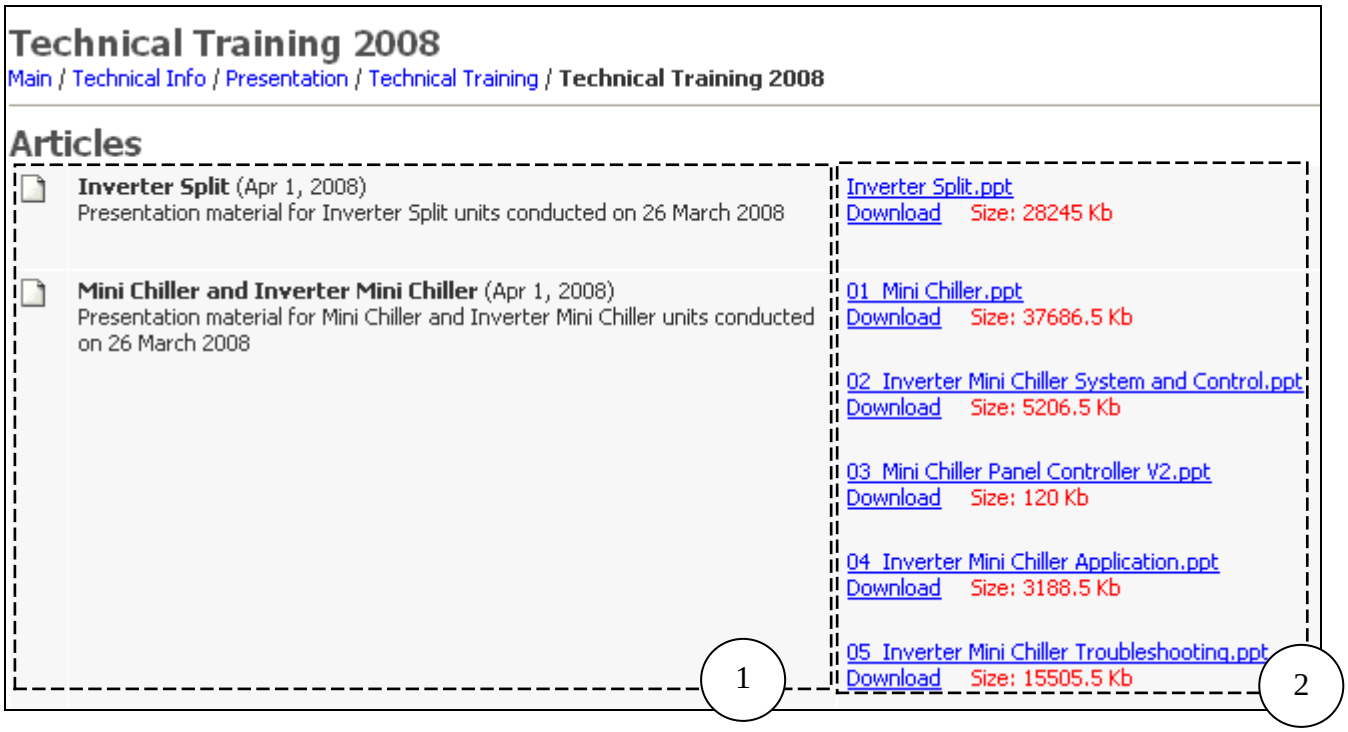

Technical Training 2008
Main / Technical Info / Presentation / Technical Training / Technical Training 2008
Articles
Inverter Split (Apr 1, 2008)
Presentation material for Inverter Split units conducted on 26 March 2008
Inverter Split.ppt
Download Size: 28245 Kb
Mini Chiller and Inverter Mini Chiller (Apr 1, 2008)
Presentation material for Mini Chiller and Inverter Mini Chiller units conducted on 26 March 2008
01_Mini Chiller.ppt
Download Size: 37686.5 Kb
02_Inverter Mini Chiller System and Control.ppt
Download Size: 5206.5 Kb
03_Mini Chiller Panel Controller V2.ppt
Download Size: 120 Kb
04_Inverter Mini Chiller Application.ppt
Download Size: 3188.5 Kb
05_Inverter Mini Chiller Troubleshooting.ppt
Download Size: 15505.5 Kb
1
2

Figure 7.17 Technical Training 2008

1. This column showed the title and description of the technical training material
2. Click on the hyperlink to open the technical training material in PDF format or click on “Download” to download and save the technical training material in PDF format to computer.

7.2.10 Product Photos

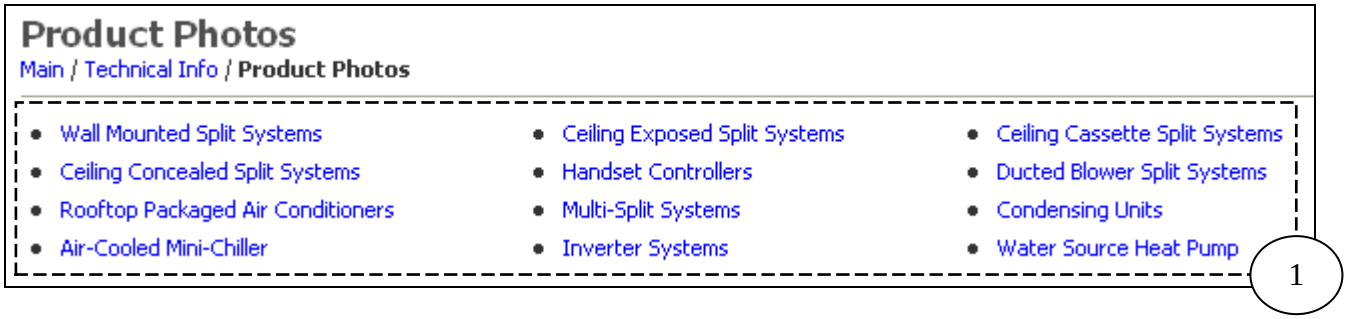


Figure 7.18 Product Photos

1. Click on the hyperlink to choose the product and you will be redirected for the selected product photos. For example, click on the hyperlink “Ceiling Cassette Split System”, you will redirected to page shown in **Figure 7.19**.

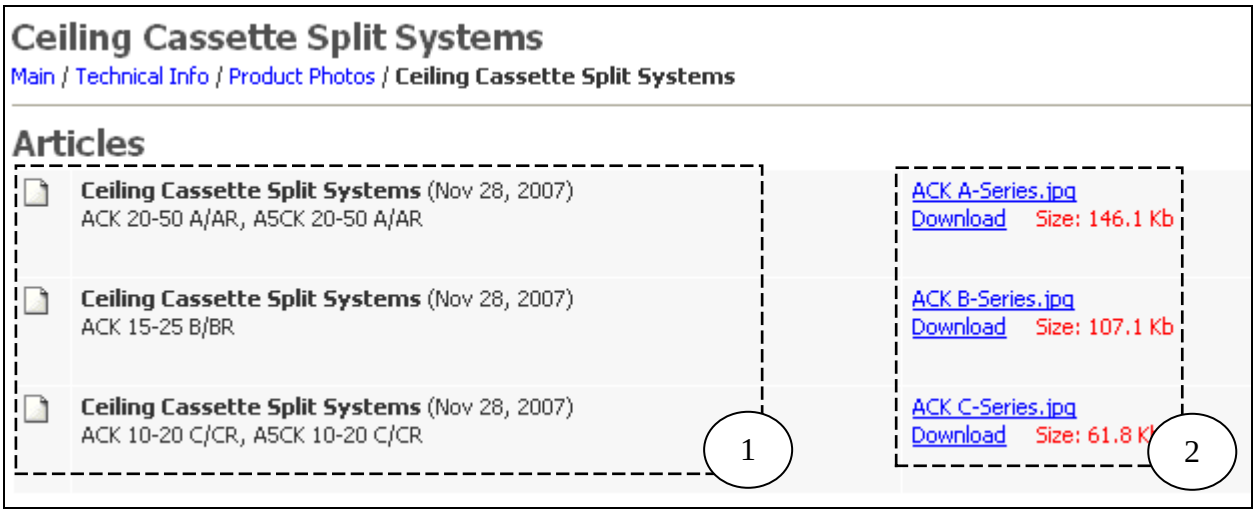

Ceiling Cassette Split Systems
Main / Technical Info / Product Photos / Ceiling Cassette Split Systems
Articles
Ceiling Cassette Split Systems (Nov 28, 2007)
ACK 20-50 A/AR, A5CK 20-50 A/AR
ACK A-Series.jpg
Download Size: 146.1 Kb
Ceiling Cassette Split Systems (Nov 28, 2007)
ACK 15-25 B/BR
ACK B-Series.jpg
Download Size: 107.1 Kb
Ceiling Cassette Split Systems (Nov 28, 2007)
ACK 10-20 C/CR, A5CK 10-20 C/CR
ACK C-Series.jpg
Download Size: 61.8 Kb
1
2

Figure 7.19 Ceiling Cassette Split System Photos

1. This column showed the title of photos and the models included.
2. Click on the hyperlink to open the product photo or click on “Download” to download and save the photo to computer.

7.3 Online Tools

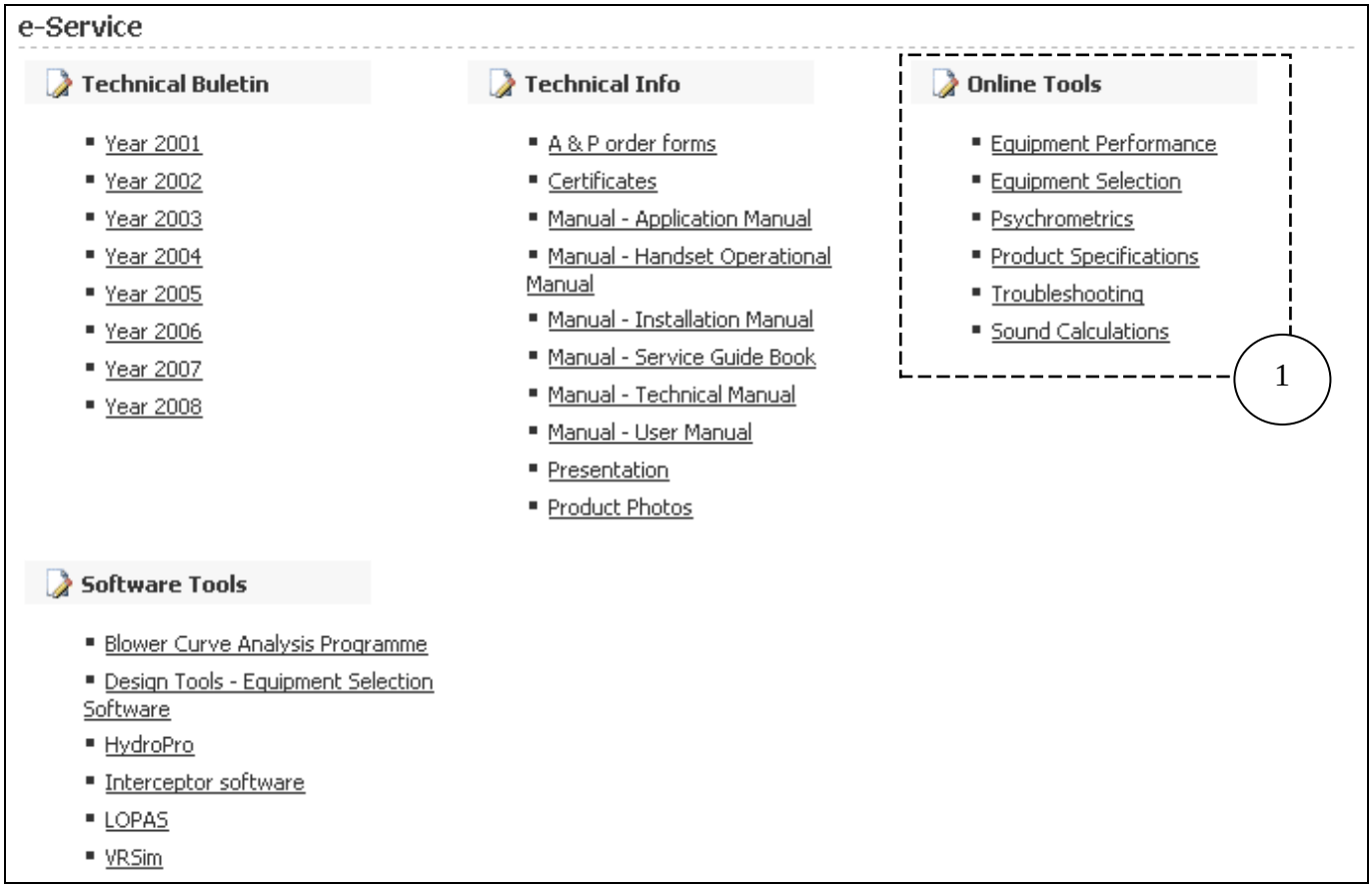


Figure 7.20 Online Tools

1. Click on the hyperlink and you will be redirected to the selected online tool page. For example, click on “Psychometrics” and you will be redirected to page shown in **Figure 7.21**.

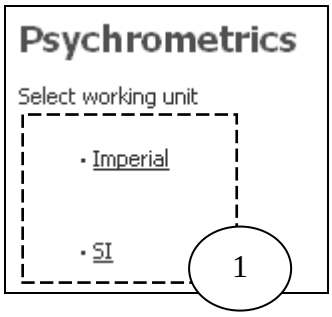


Figure 7.21 Psychometrics

1. Click on the hyperlink to select the working unit in Psychometric. You will be redirected to page shown in **Figure 7.22**.

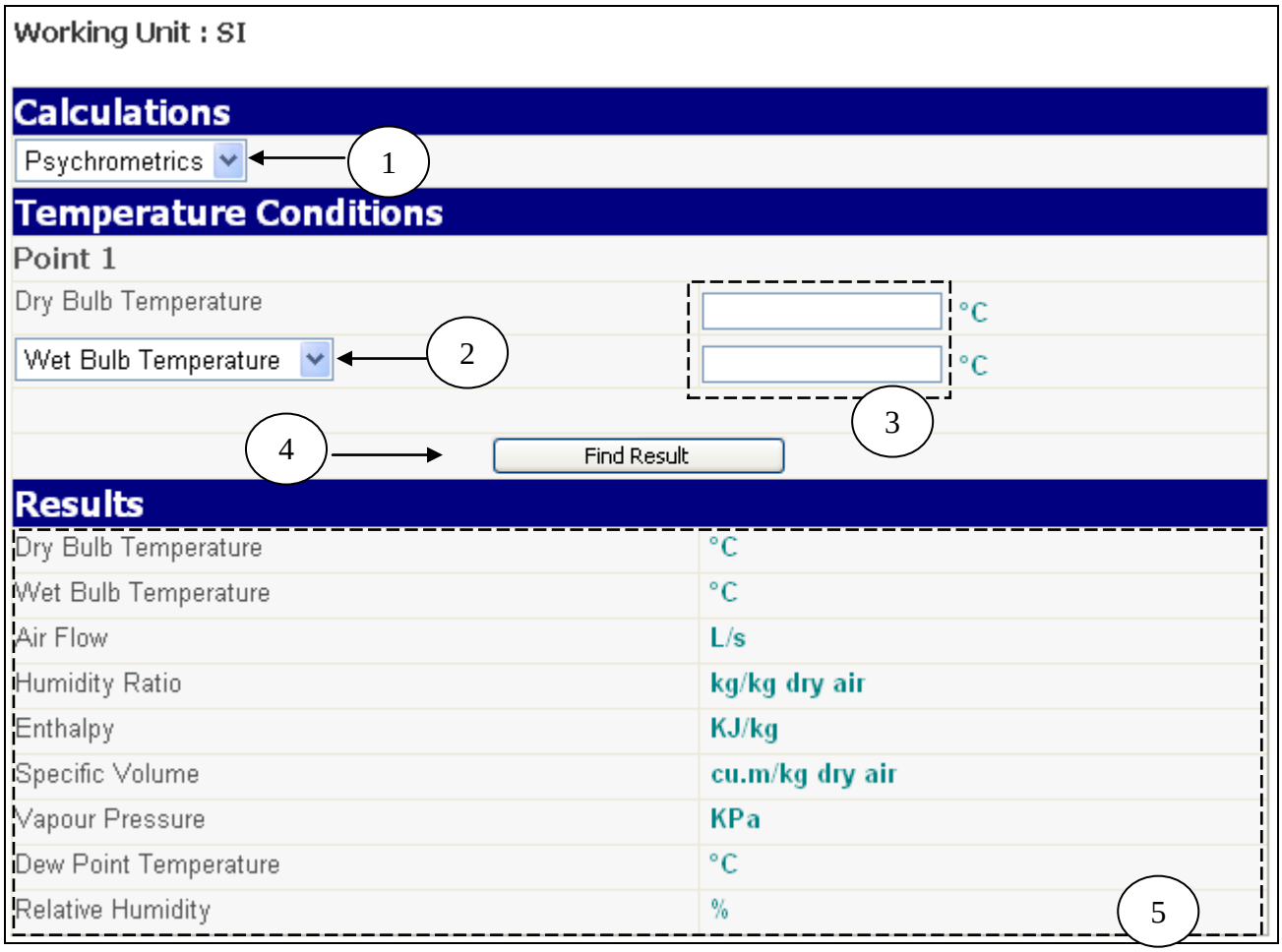


Figure 7.22 Psychometrics

1. In this selection, you can choose Psychometrics, Energy, Mixed Air or Off Coil. (Refer to **Figure 7.23**)
2. In this selection of input, you can choose to input of Wet Bulb Temperature, Dew Point Temperature or Relative Humidity. (Refer to **Figure 7.24**)
3. Input the requested value to the column accordingly.
4. Click “Find Result” after input the value requested to generate the reading of calculation.

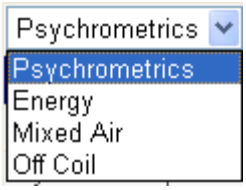


Figure 7.23 Selection 1

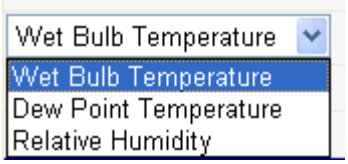


Figure 7.24 Selection 2

7.4 Software Tools

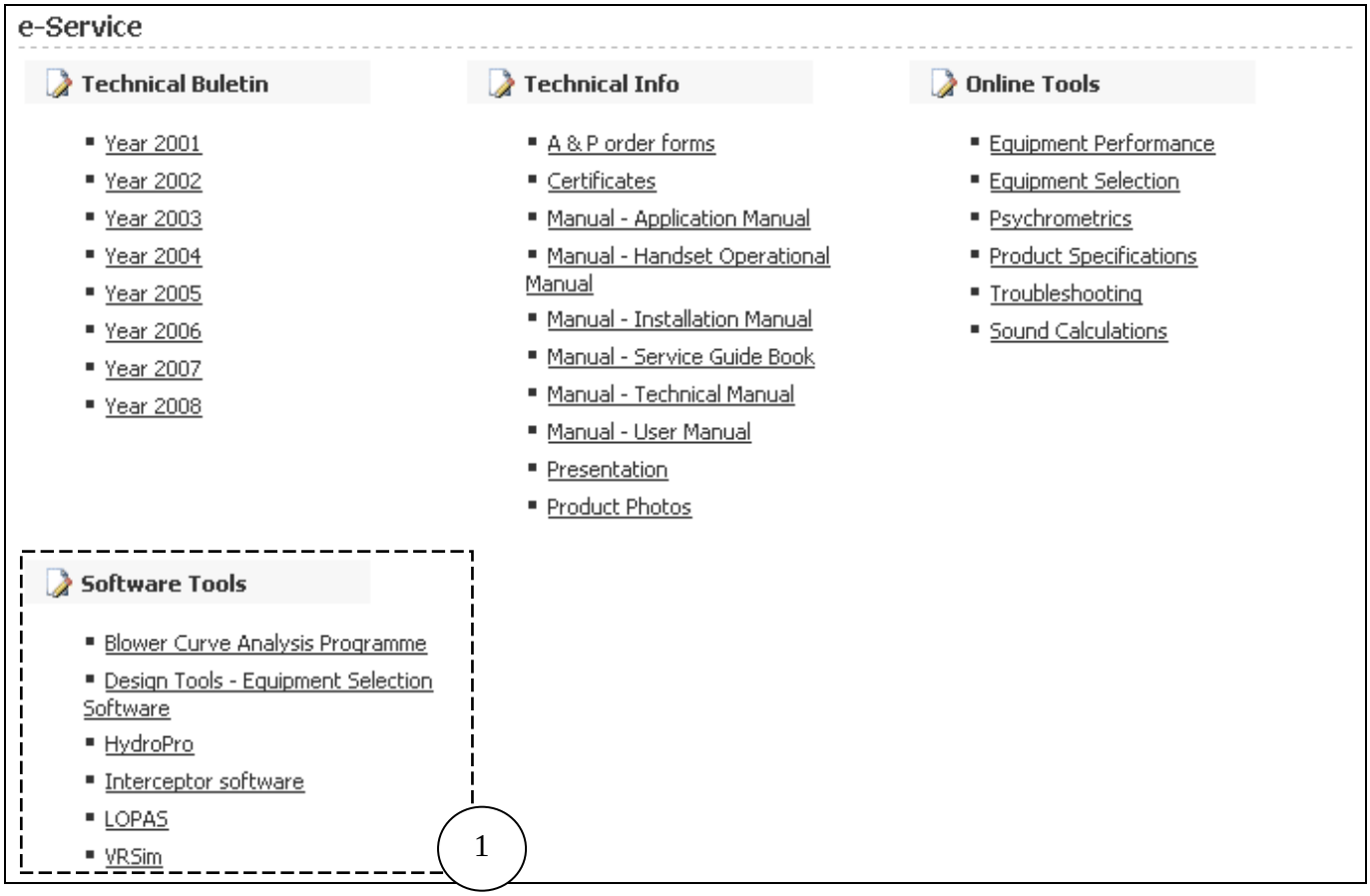


Figure 7.25 Software Tools

1. Click on the hyperlink to choose the software installer you would like to download. For example, click on the “Design Tools- Equipment Selection Software”, you will be redirected to the page shown in **Figure 7.26**.

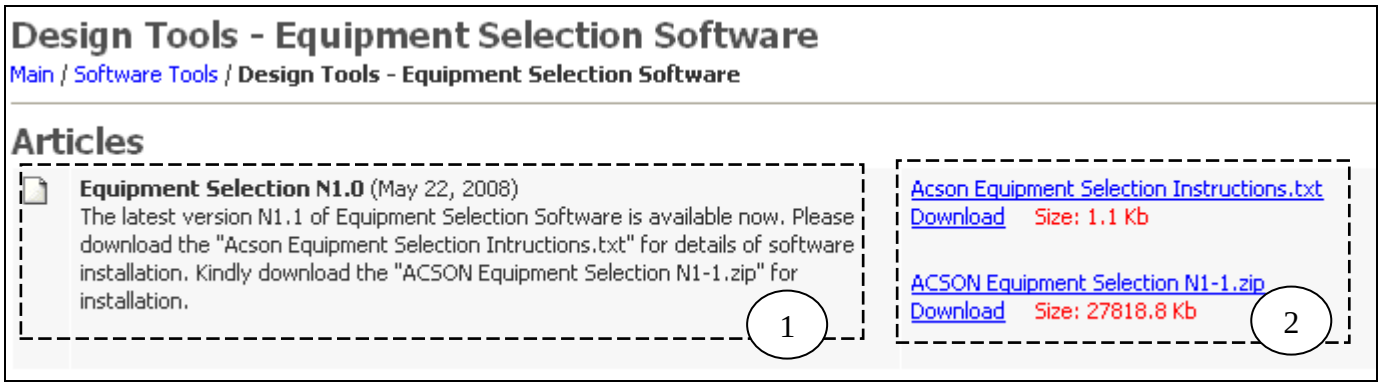

Design Tools - Equipment Selection Software
Main / Software Tools / Design Tools - Equipment Selection Software
Articles
Equipment Selection N1.0 (May 22, 2008)
The latest version N1.1 of Equipment Selection Software is available now. Please download the "Acson Equipment Selection Intructions.txt" for details of software installation. Kindly download the "ACSON Equipment Selection N1-1.zip" for installation.
1
Acson Equipment Selection Instructions.txt
Download Size: 1.1 Kb
ACSON Equipment Selection N1-1.zip
Download Size: 27818.8 Kb
2

Figure 7.26 Design Tools- Equipment Selection Software

1. This column showed the title and the description of the software.
2. Click on the hyperlink to open the file uploaded in the column or click “Download” to download and save to computer.

8.0 e- Product

The e- Product provides the information of:

8.1 Marketing Bulletin
8.2 Products
8.3 Project Reference
8.4 Sales Literature
8.5 System Selling Kit

Figure 8.1 e- Product

8.1 Marketing Bulletin

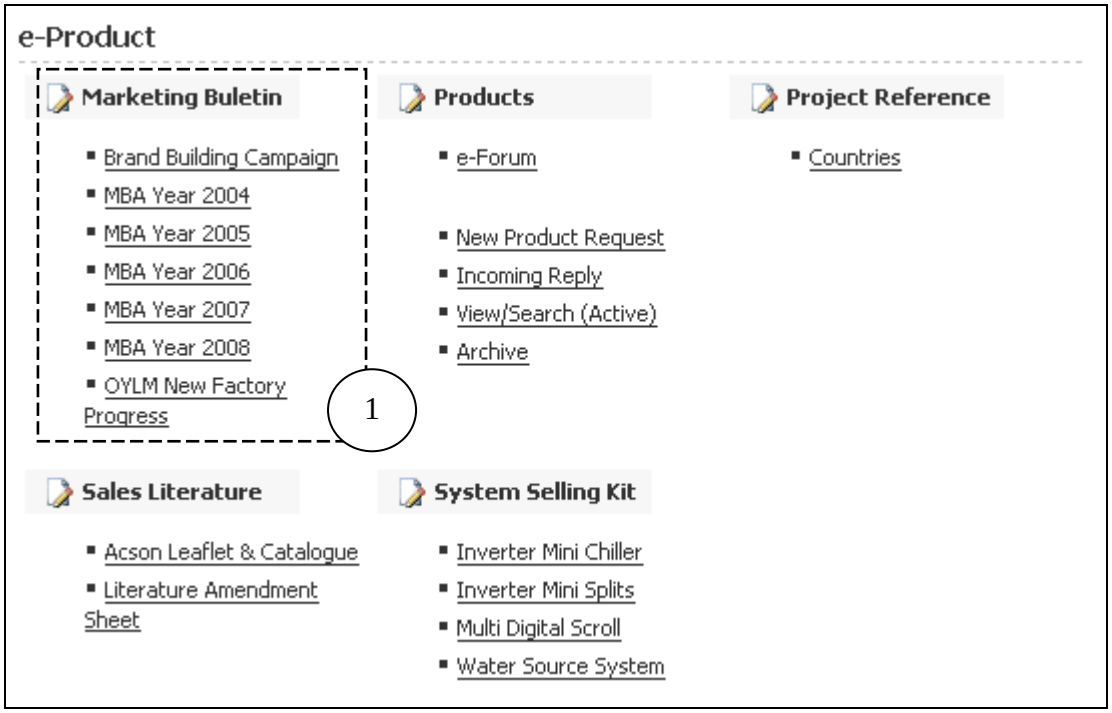


Figure 8.2 Marketing Bulletin

1. Click on the hyperlink and you will be directed to the selected marketing bulletin. (Refer to **Figure 8.3**)

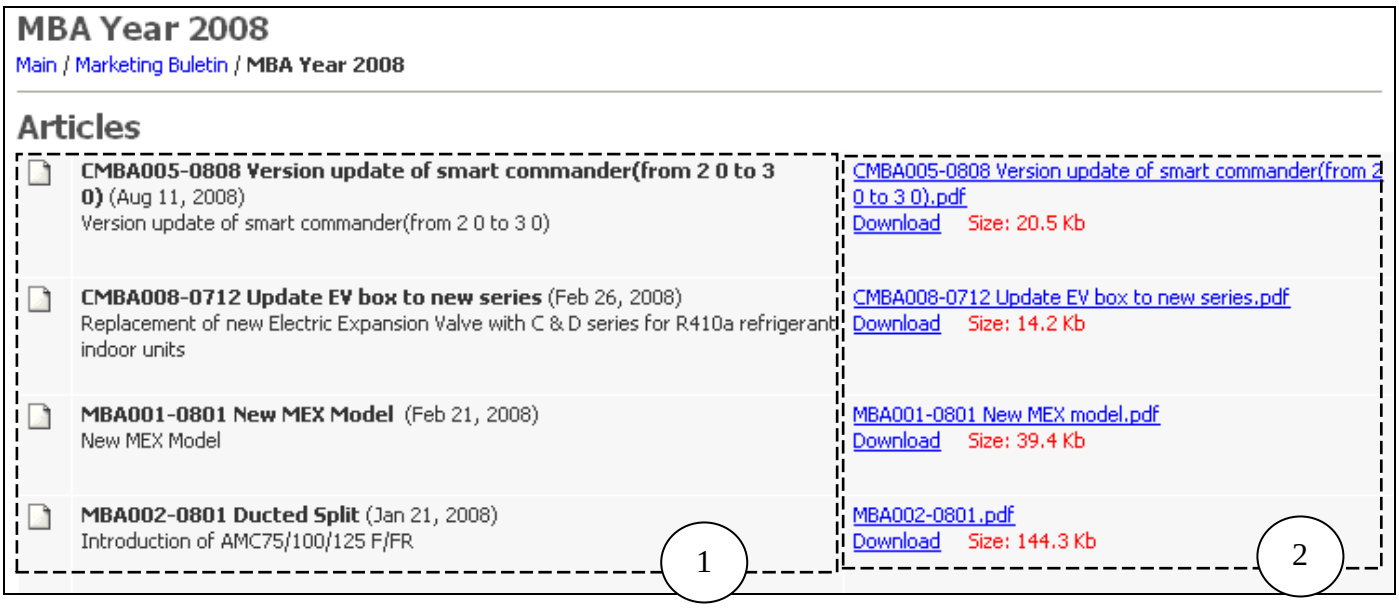

MBA Year 2008
Main / Marketing Buletin / MBA Year 2008
Articles
CMBA005-0808 Version update of smart commander(from 2 0 to 3 0) (Aug 11, 2008)
Version update of smart commander(from 2 0 to 3 0)
CMBA005-0808 Version update of smart commander(from 2 0 to 3 0).pdf
Download Size: 20.5 Kb
CMBA008-0712 Update EV box to new series (Feb 26, 2008)
Replacement of new Electric Expansion Valve with C & D series for R410a refrigerant indoor units
CMBA008-0712 Update EV box to new series.pdf
Download Size: 14.2 Kb
MBA001-0801 New MEX Model (Feb 21, 2008)
New MEX Model
MBA001-0801 New MEX model.pdf
Download Size: 39.4 Kb
MBA002-0801 Ducted Split (Jan 21, 2008)
Introduction of AMC75/100/125 F/FR
MBA002-0801.pdf
Download Size: 144.3 Kb
1
2

Figure 8.3 Part of MBM Year 2008

1. This column showed the title and description of the marketing bulletin.
2. Click on the hyperlink to open the marketing bulletin in PDF format or click “Download” to download and save to computer.

8.2 Products

This Products column consists of:

8.2.1 e-Forum
8.2.2 New Product Request
8.2.3 Incoming Reply
8.2.4 View/ Search (Active)
8.2.5 Archive

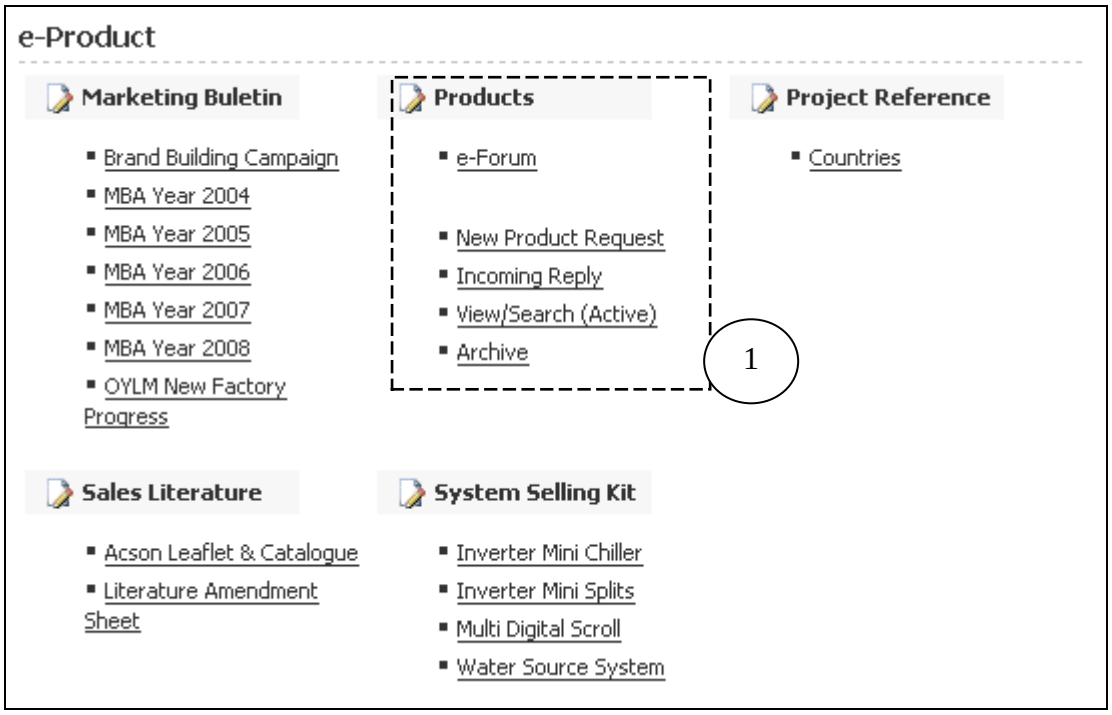


Figure 8.4 Products

1. Click on the hyperlink and you will be redirected to the selected page.

8.2.1 e-Forum

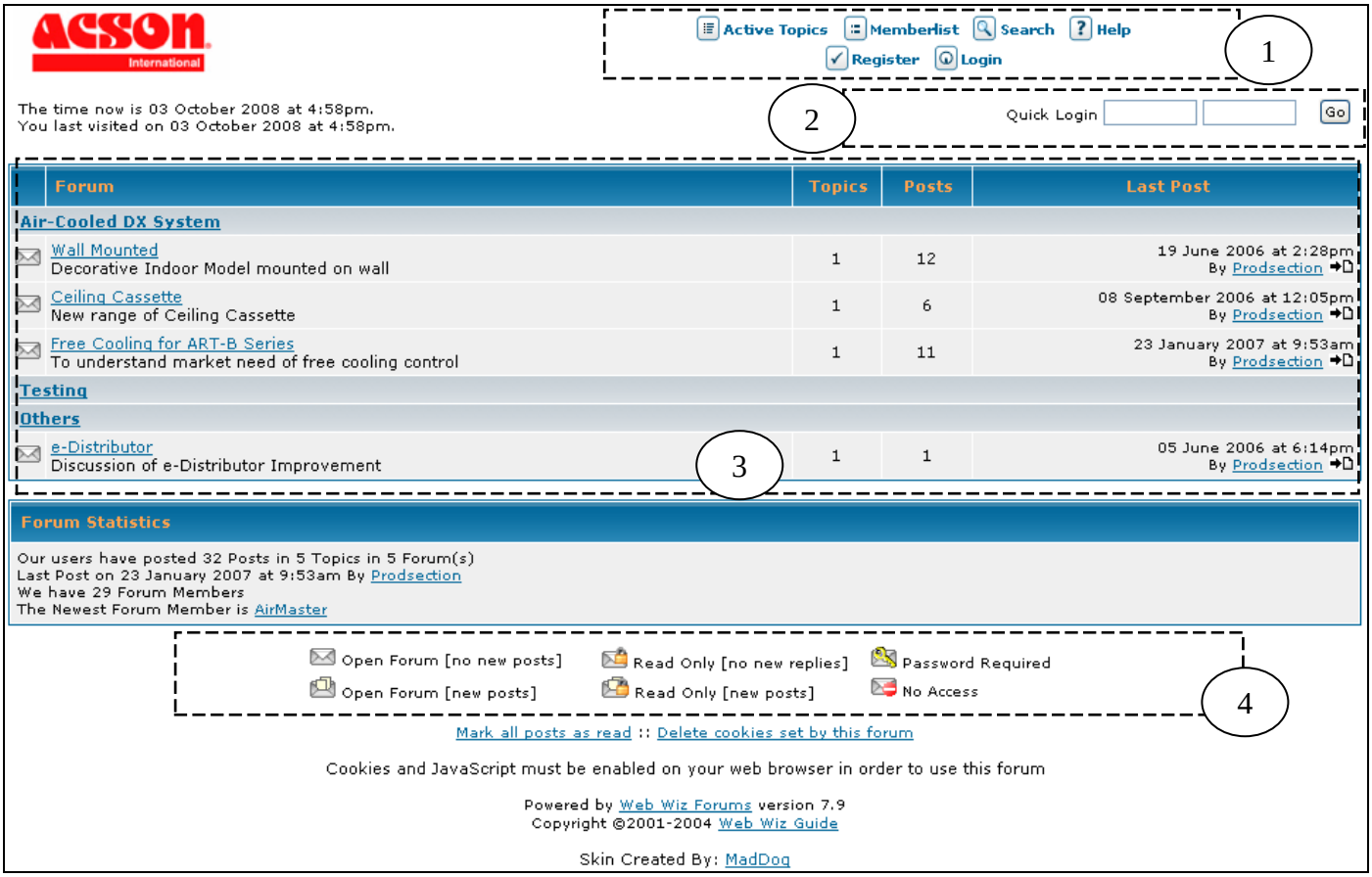


Figure 8.5 e- Forum

1. Click on the hyperlink to redirect to the selected page. You can search for Active Topics and Member list, or Search, Help, Register and Login in this column.
2. Input your user name and password here and click “Go” to login to the e- Forum.
3. This column showed the title and details of each of the forum been created. Click on the hyperlink to access to the selected forum. For example, click on the ceiling cassette hyperlink and you will be directed to the page shown in **Figure 8.6**.
4. This column showed the explanation of the envelop symbol shown at the forum.

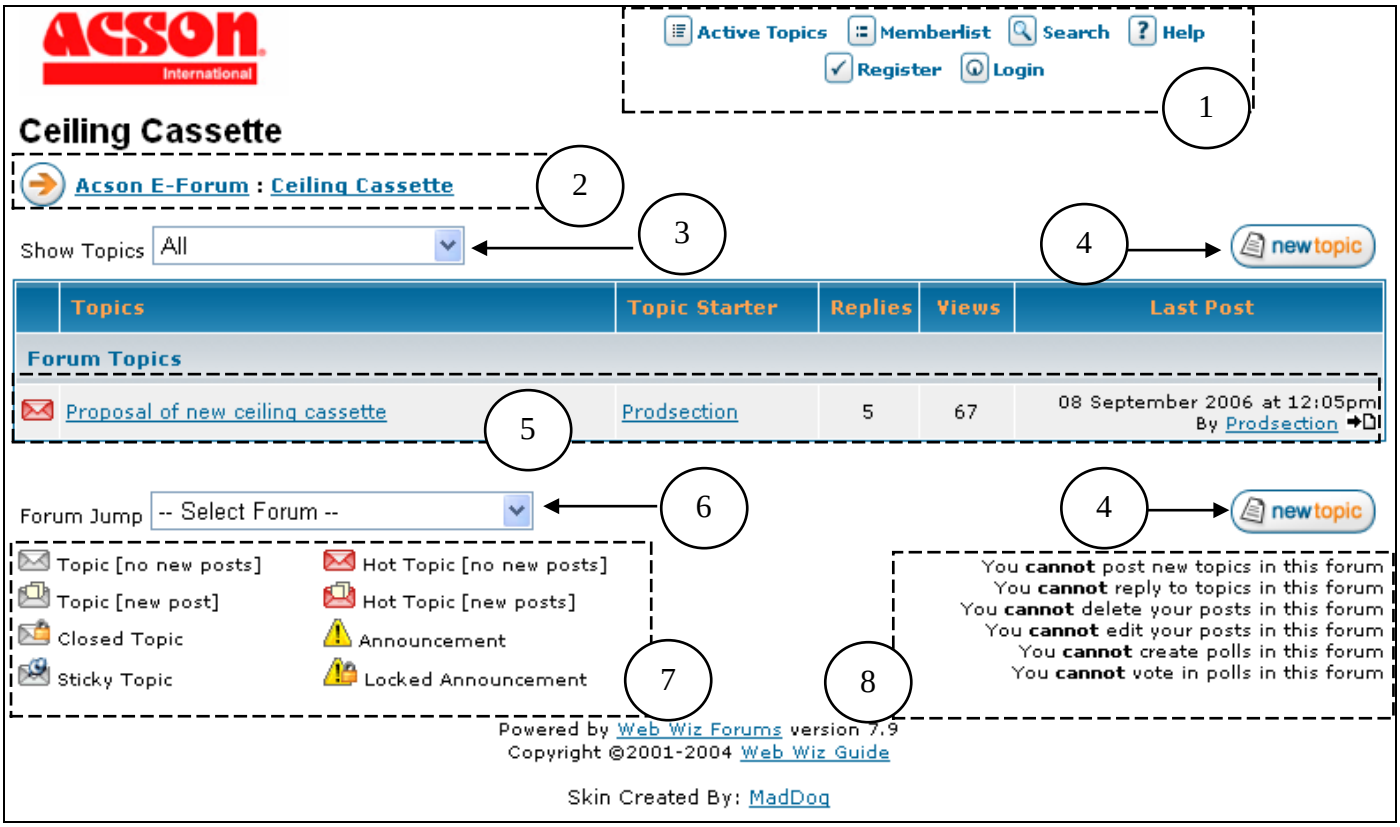


Figure 8.6 Ceiling Cassette Forum

1. Click on the hyperlink to redirect to the selected page. You can search for Active Topics and Member list, or Search, Help, Register and Login in this column.
2. This hyperlink showed your location in the e- Forum. You can click on the hyperlink to redirect to the selected page.
3. Click to select to show only the topic according to date the forum been created. (Refer to **Figure 8.7**)
4. Click on “new topic” to create a new topic in this forum.
5. This column showed the title and details of the forum have been created.
6. Click to select the forum you want to view or reply. (Refer to **Figure 8.8**)
7. This column showed the explanation of the symbol used.
8. This column showed the authority of your login account in this forum.

Figure 8.7 Show Topics

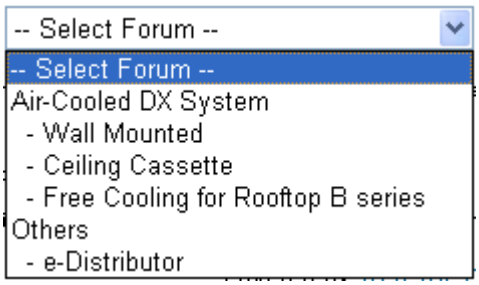


Figure 8.8 Select Forum

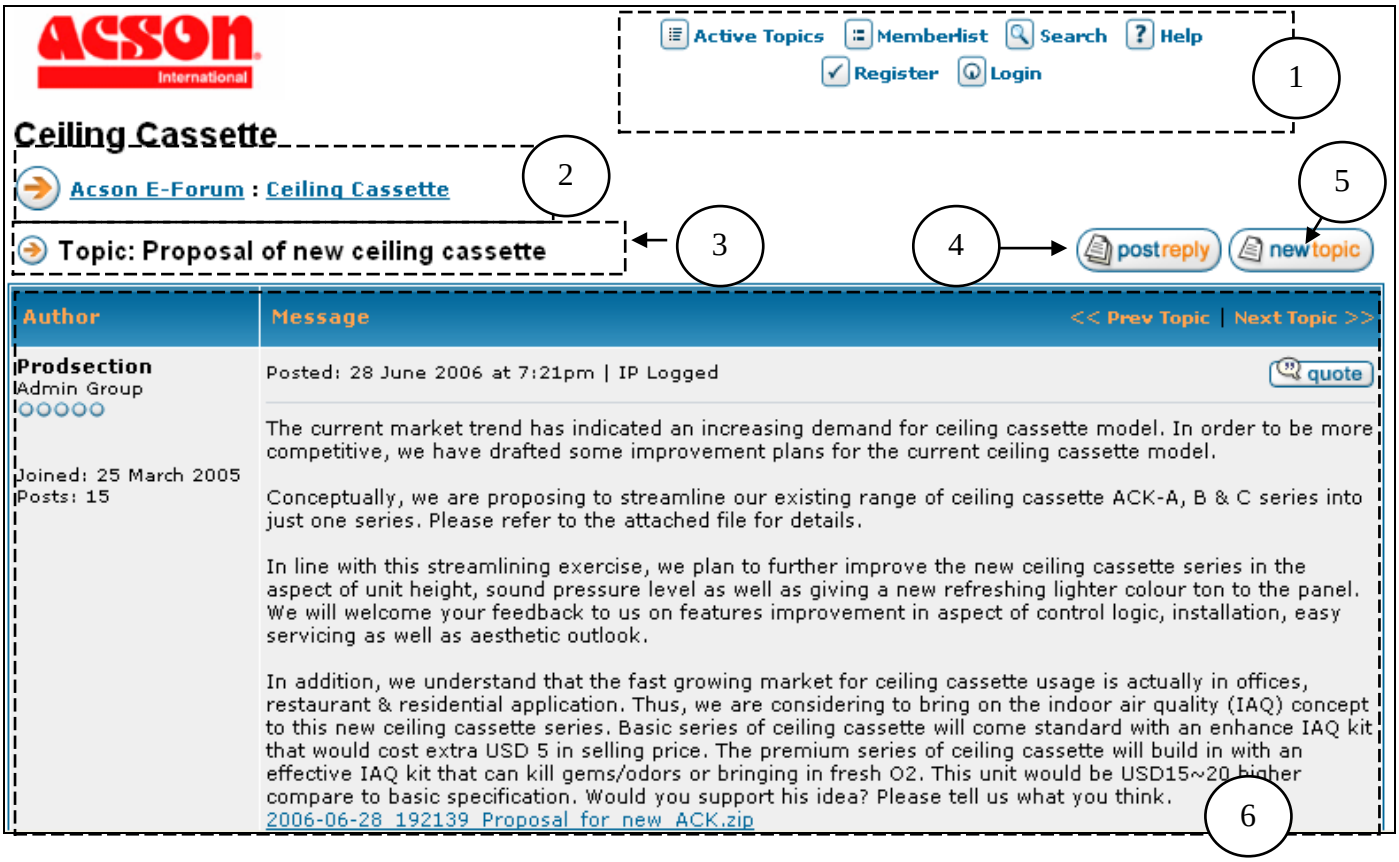

ACSON International
Active Topics
Memberlist
Search
Help
Register
Login
1
Ceiling Cassette
Acson E-Forum : Ceiling Cassette
2
5
Topic: Proposal of new ceiling cassette
3
4
postreply
newtopic
Author
Message
<< Prev Topic | Next Topic >>
Prodsection
Admin Group
Joined: 25 March 2005
Posts: 15
Posted: 28 June 2006 at 7:21pm | IP Logged
quote
The current market trend has indicated an increasing demand for ceiling cassette model. In order to be more competitive, we have drafted some improvement plans for the current ceiling cassette model.
Conceptually, we are proposing to streamline our existing range of ceiling cassette ACK-A, B & C series into just one series. Please refer to the attached file for details.
In line with this streamlining exercise, we plan to further improve the new ceiling cassette series in the aspect of unit height, sound pressure level as well as giving a new refreshing lighter colour ton to the panel. We will welcome your feedback to us on features improvement in aspect of control logic, installation, easy servicing as well as aesthetic outlook.
In addition, we understand that the fast growing market for ceiling cassette usage is actually in offices, restaurant & residential application. Thus, we are considering to bring on the indoor air quality (IAQ) concept to this new ceiling cassette series. Basic series of ceiling cassette will come standard with an enhance IAQ kit that would cost extra USD 5 in selling price. The premium series of ceiling cassette will build in with an effective IAQ kit that can kill gems/odors or bringing in fresh O2. This unit would be USD15~20 higher compare to basic specification. Would you support his idea? Please tell us what you think.
2006-06-28_192139_Proposal_for_new_ACK.zip
6

Figure 8.9 Proposal of New Ceiling Cassette

1. Click on the hyperlink to redirect to the selected page. You can search for Active Topics and Member list, or Search, Help, Register and Login in this column.
2. This hyperlink showed your location in the e- Forum. You can click on the hyperlink to redirect to the selected page.
3. This indicates the topic of the forum.
4. Click on the “post reply” to reply in this forum.
5. Click on “new topic” to create a new topic in this forum.
6. This column showed contains in the forum of the topic.

8.2.2 New Product Request

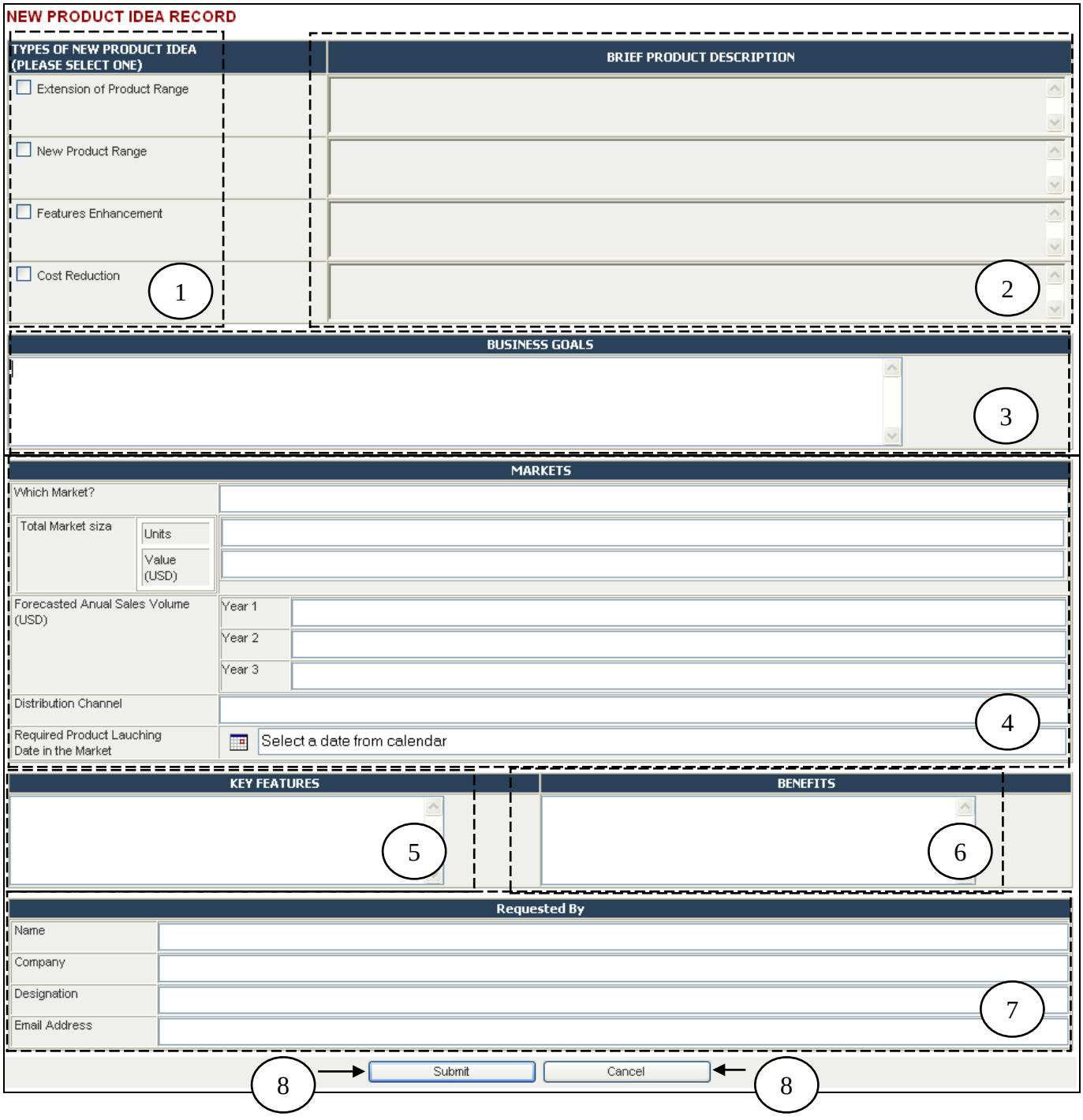


Figure 8.10 New Product Request

1. Check on the box to select types of new product idea. Must check at least one type of new product idea.
2. Briefly explain on the new product idea according to the type of new product idea been selected.
3. Described on the business goal in this column.
4. Fill in all the necessary data in this Markets column.
5. Described the key features of the new products.
6. Described the benefits of the new products.
7. Fill in all the particular data of new product requested party.

8. Click on “Submit” once you have complete to fill in the necessary data. You will be redirected to the page shown in **Figure 8.11**.
9. Click on “cancel” if you do not wish to continue to create the new product idea.

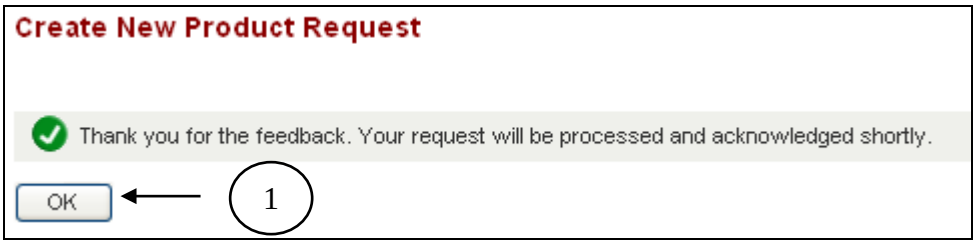


Figure 8.11 Create New Product Request Confirmed

1. Click on “OK” and you will be redirected to the home page of e-biz.

8.2.3 Incoming Reply

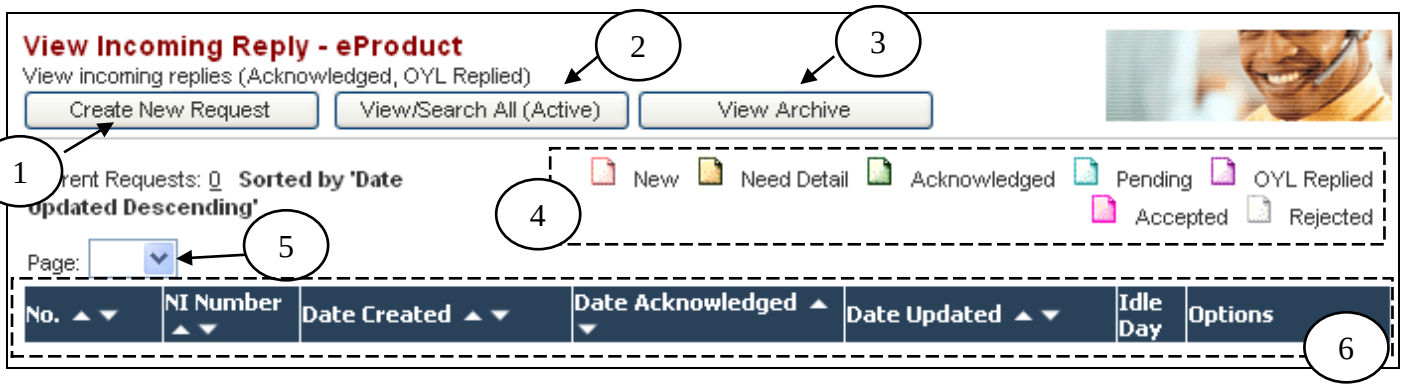


Figure 8.12 Incoming Reply

1. Click to create new request. (Refer to **Figure 8.10**)
2. You can view or search all the active reply by click on this “View/Search All (Active)”. (Refer to **Figure 8.13**)
3. You can view the replies which have been achieved by click on “View Archive”.
4. This column showed the explanation of the symbol used.
5. Click to select the page of reply you wish to view.
6. The incoming reply will show in this column.

8.2.4 View/ Search (Active)

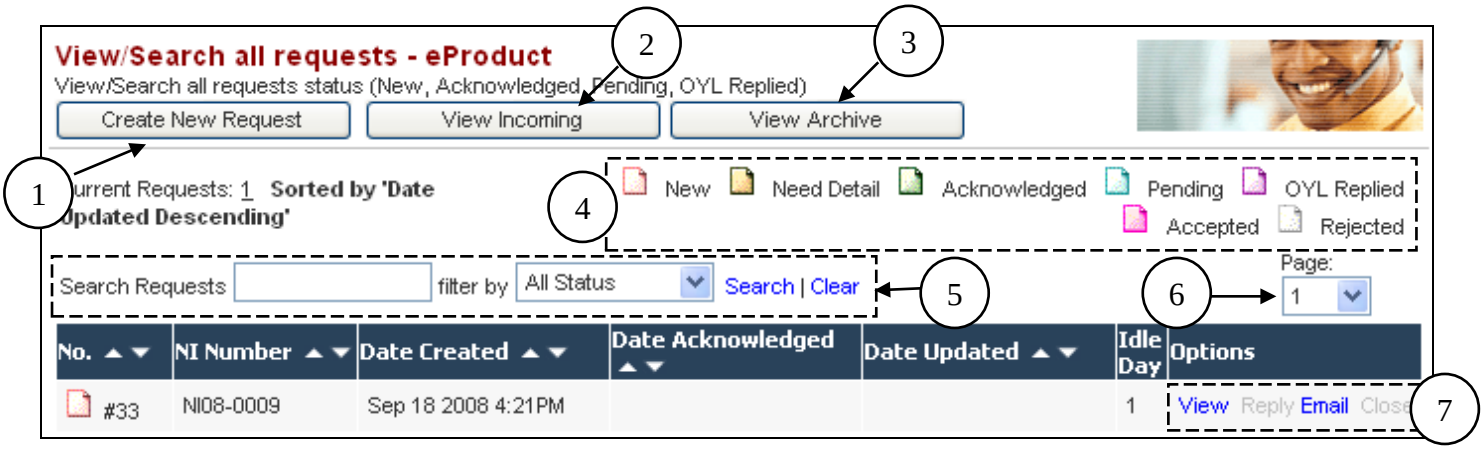


Figure 8.13 View/Search (Active)

1. Click to create new request. (Refer to **Figure 8.10**)
2. You can view the incoming reply by click on this “View Incoming”.
3. You can view the replies which have been achieved by click on “View Archive”.
4. This column showed the explanation of the symbol used.
5. You can search the requests in this column or you can filter the requests by select the status of request you wish to view. (Refer to **Figure 8.14**)
6. Click to select the page of reply you wish to view.
7. Click on “View” to view the incoming requests. (Refer to **Figure 8.15**). Click on “Reply” to reply to the request. Click on “Email” to send this request to others (Refer to **Figure 8.16**). You also can click on “Close” to close this request.

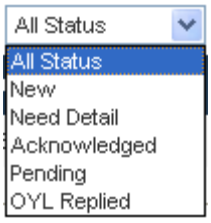


Figure 8.14 All Status

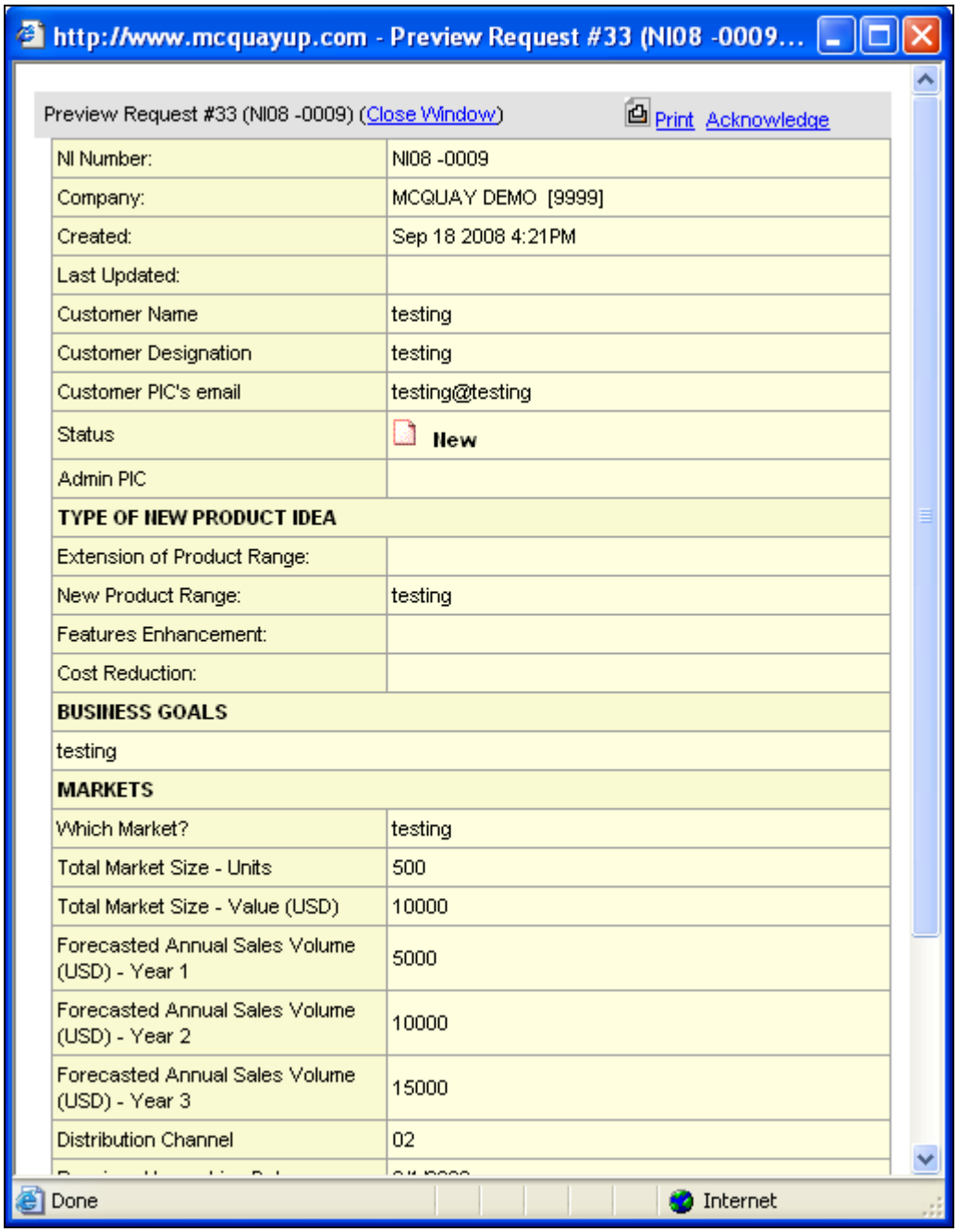


Figure 8.15 View the Request

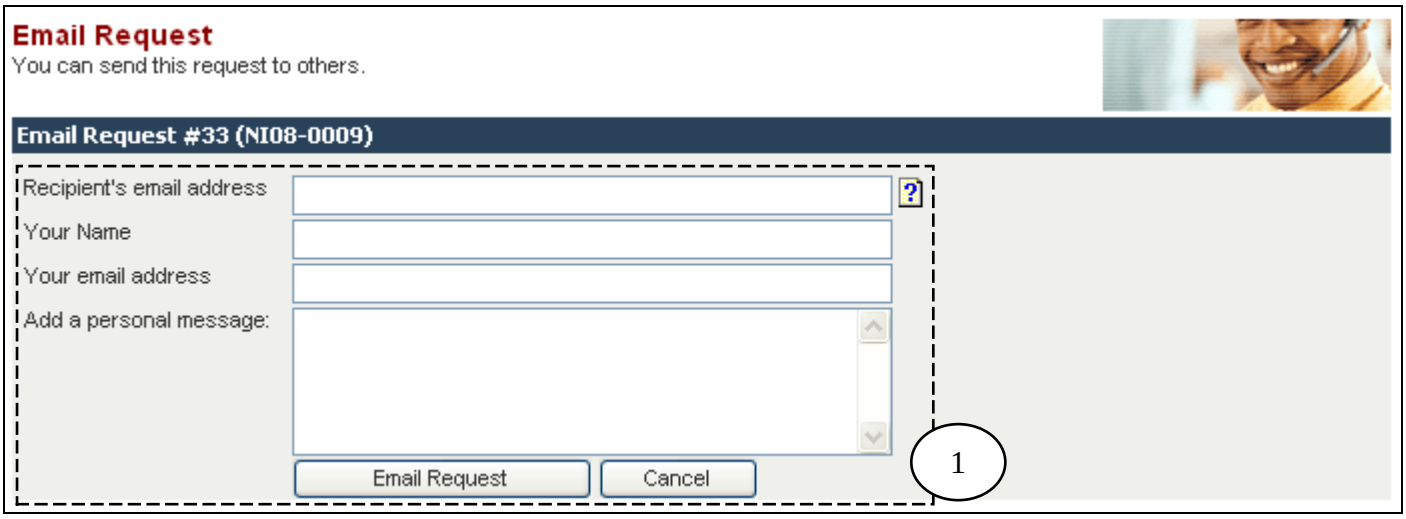


Figure 8.16 Email Request

1. Fill in the particular data in the column. Click on "Email Request" once you have complete to fill up the data. Click "Cancel" to cancel.

8.2.5 Archive

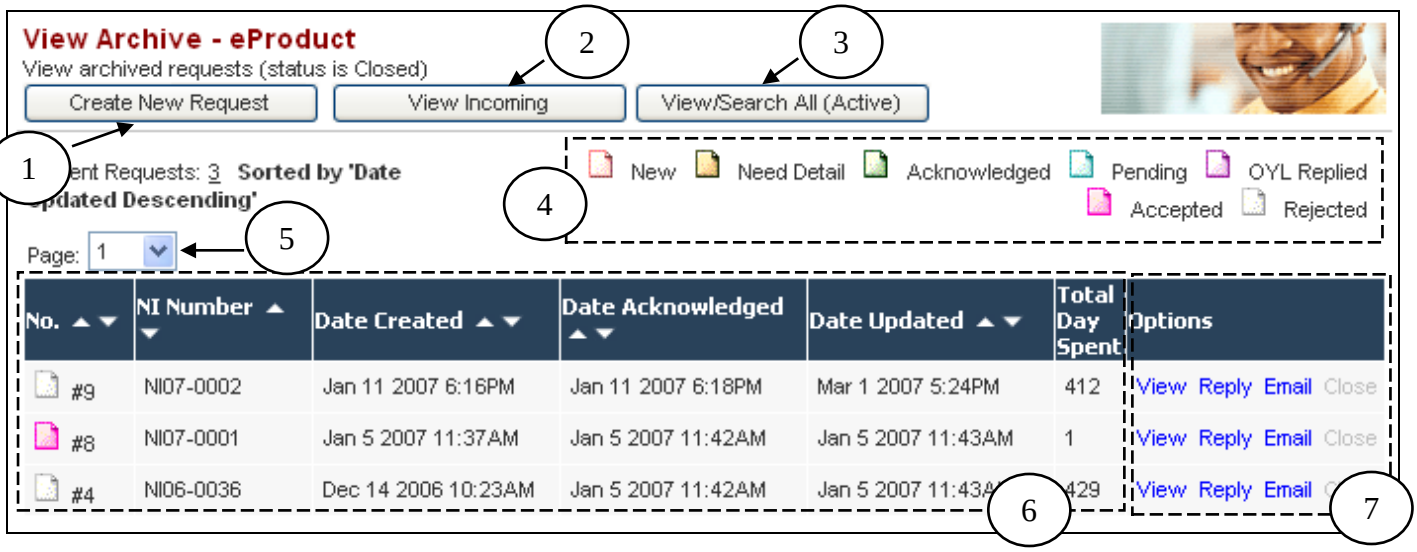


Figure 8.17 Archive

1. Click to create new request. (Refer to **Figure 8.10**)
2. You can view the incoming reply by click on this "View Incoming".
3. Click to view or search all the active incoming requests.
4. This column showed the explanation of the symbol used.
5. Click to select the page of reply you wish to view.
6. This column showed the details of the requests been created.
7. In this Option column, you can click "View" to view the request been created. (Refer to **Figure 8.18**) You can click on "Reply" to reply the request. (Refer to **Figure 8.19**). Click on "Email" to send the request to others. (Refer to **Figure 8.16**).

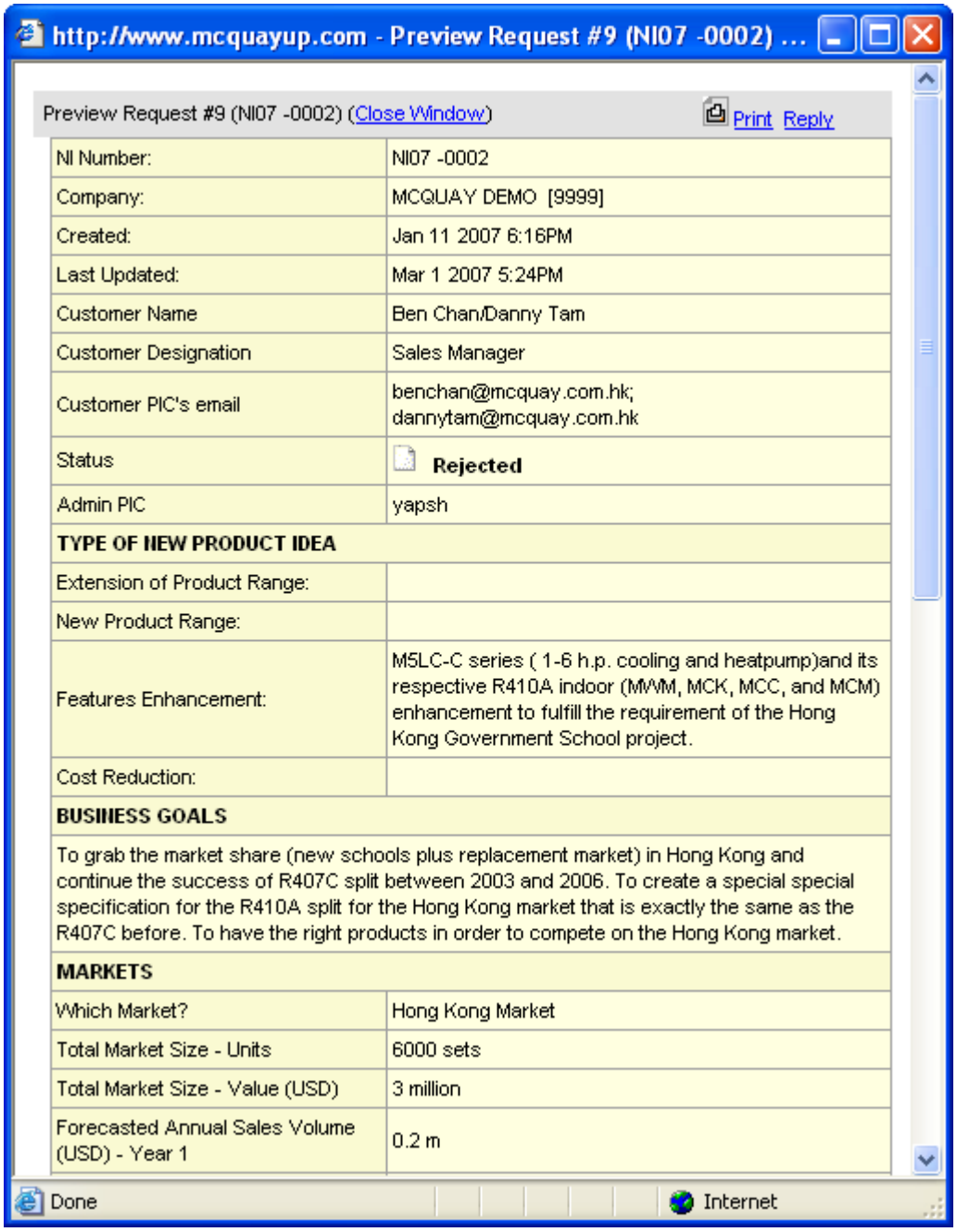

http://www.mcquayup.com - Preview Request #9 (NI07 -0002) ...
Preview Request #9 (NI07 -0002) (Close Window)
Print Reply
NI Number: NI07 -0002
Company: MCQUAY DEMO [9999]
Created: Jan 11 2007 6:16PM
Last Updated: Mar 1 2007 5:24PM
Customer Name Ben Chan/Danny Tam
Customer Designation Sales Manager
Customer PIC's email benchan@mcquay.com.hk; dannytam@mcquay.com.hk
Status Rejected
Admin PIC yapsh
TYPE OF NEW PRODUCT IDEA
Extension of Product Range:
New Product Range:
Features Enhancement: M5LC-C series (1-6 h.p. cooling and heatpump)and its respective R410A indoor (MWM, MCK, MCC, and MCM) enhancement to fulfill the requirement of the Hong Kong Government School project.
Cost Reduction:
BUSINESS GOALS
To grab the market share (new schools plus replacement market) in Hong Kong and continue the success of R407C split between 2003 and 2006. To create a special special specification for the R410A split for the Hong Kong market that is exactly the same as the R407C before. To have the right products in order to compete on the Hong Kong market.
MARKETS
Which Market? Hong Kong Market
Total Market Size - Units 6000 sets
Total Market Size - Value (USD) 3 million
Forecasted Annual Sales Volume (USD) - Year 1 0.2 m
Done
Internet

Figure 8.18 View Archive

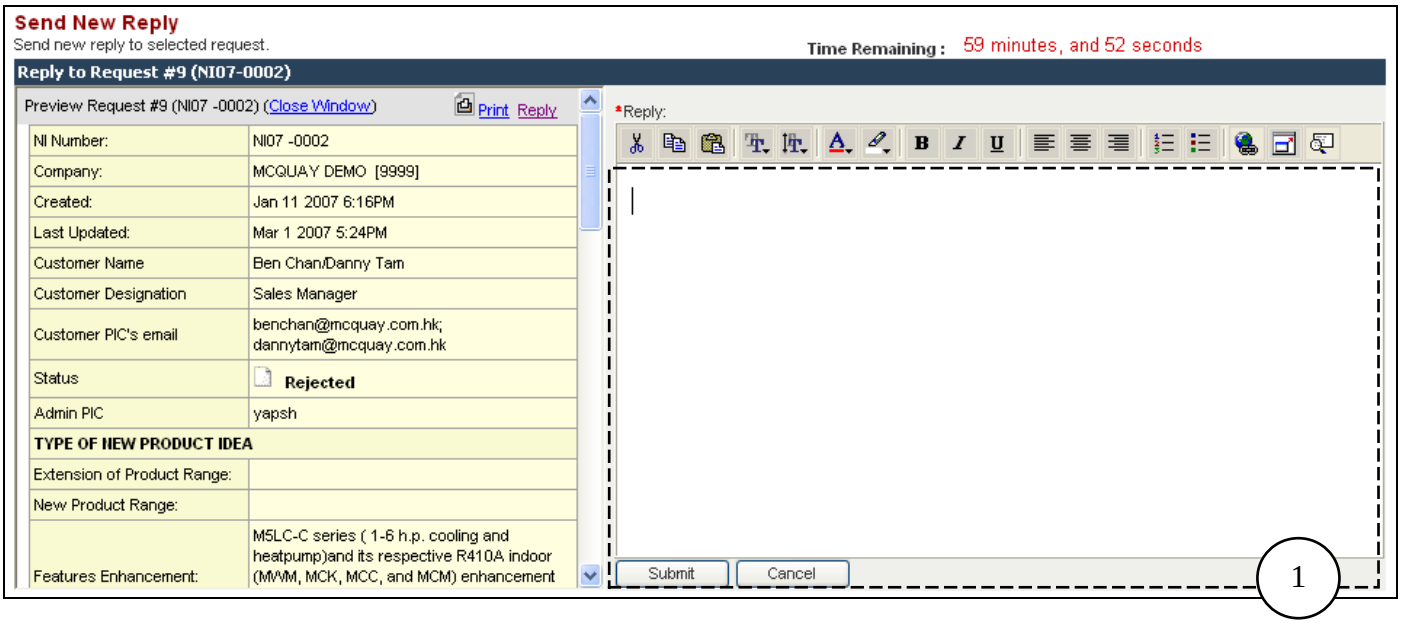

Send New Reply
Send new reply to selected request.
Time Remaining : 59 minutes, and 52 seconds
Reply to Request #9 (NI07-0002)
Preview Request #9 (NI07 -0002) (Close Window)
Print Reply
NI Number: NI07 -0002
Company: MCQUAY DEMO [9999]
Created: Jan 11 2007 6:16PM
Last Updated: Mar 1 2007 5:24PM
Customer Name Ben Chan/Danny Tam
Customer Designation Sales Manager
Customer PIC's email benchan@mcquay.com.hk; dannytam@mcquay.com.hk
Status Rejected
Admin PIC yapsh
TYPE OF NEW PRODUCT IDEA
Extension of Product Range:
New Product Range:
Features Enhancement: M5LC-C series (1-6 h.p. cooling and heatpump)and its respective R410A indoor (MWM, MCK, MCC, and MCM) enhancement
*Reply:
Submit
Cancel
1

Figure 8.19 Send New Reply

1. You can send your reply by input your message in this column. Click “Submit” after finish to insert your message. Click “Cancel” to cancel the reply.

8.3 Project Reference

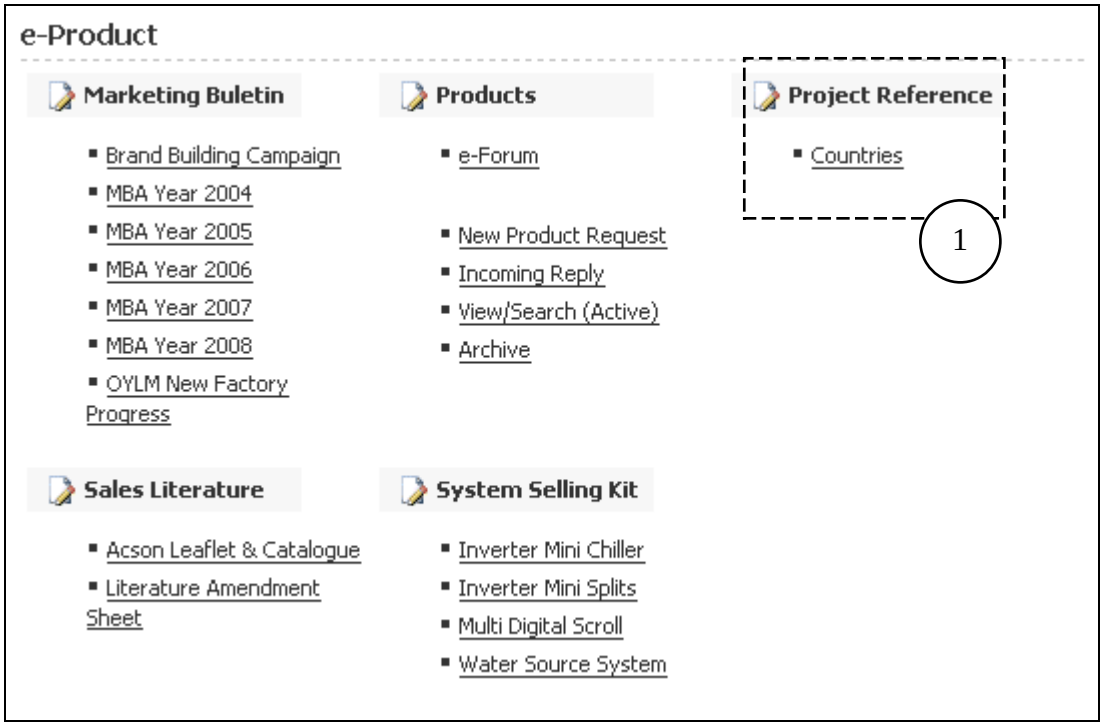


Figure 8.20 Project Reference

1. Click on the hyperlink and you will be redirected to the selected page. (Refer to **Figure 8.21**). For your information, we still in the progress to update in this selection. Therefore, there is no information to show for this selection.

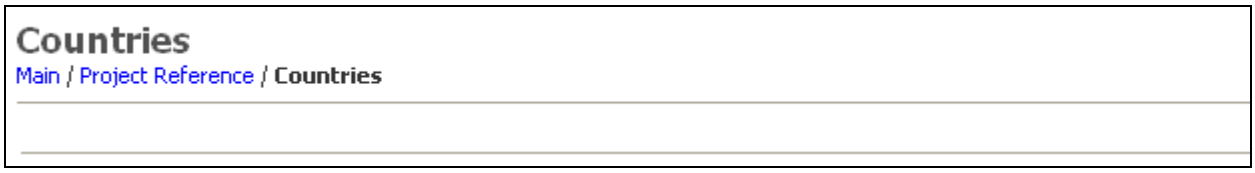


Figure 8.21 Project Reference- Countries

8.4 Sale Literature

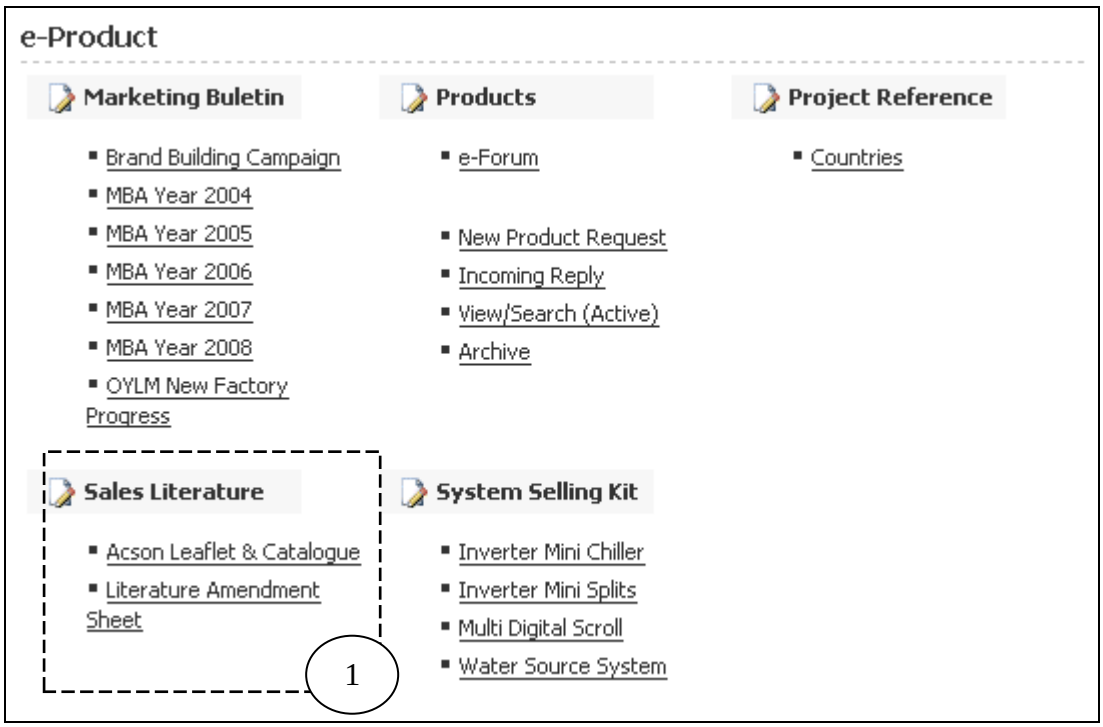


Figure 8.22 Sale Literature

1. Click on the hyperlink and you will be redirected to the selected page. Refer to **Figure 8.23** for Literature Amendment Sheet and refer to **Figure 8.24** for Acson Leaflet & Catalogue.

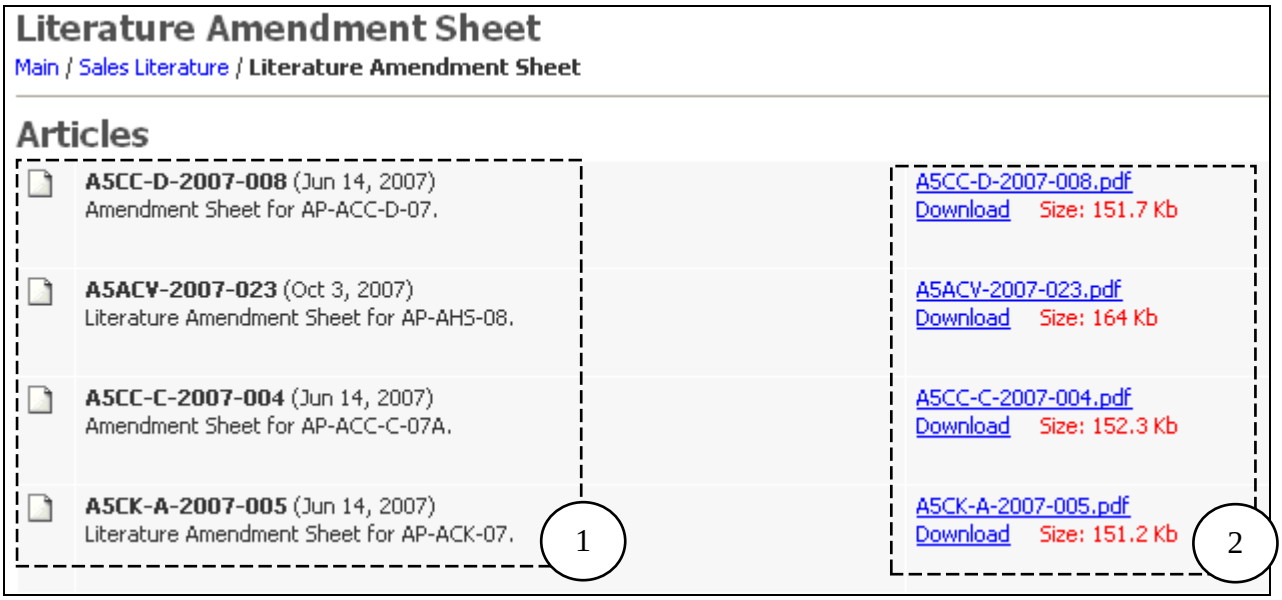


Figure 8.23 Part of Literature Amendment Sheet

1. This column showed the title and details of the Literature Amendment Sheet.
2. Click on the hyperlink to open the literature amendment sheet in PDF format or click “Download” to download and save to computer in PDF format.

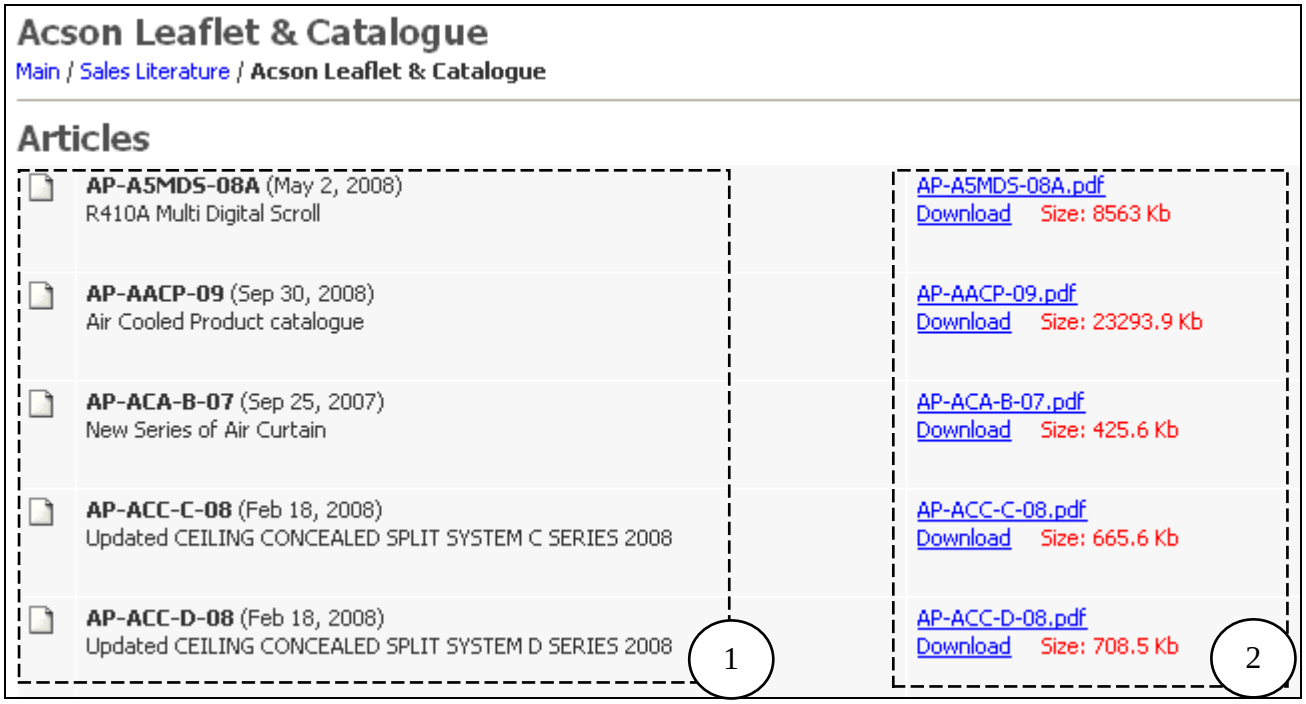


Figure 8.24 Part of Acson Leaflet & Catalogue

1. This column showed the title and description of the Acson Leaflet & Catalogue.
2. Click on the hyperlink to open the brochure and catalogue in PDF format or click “Download” to download and save to computer.

8.5 System Selling Kit

This selection included of selection:
- Inverter Mini Chiller
- Inverter Mini Splits
- Multi Digital Scroll
- Water Source Solution

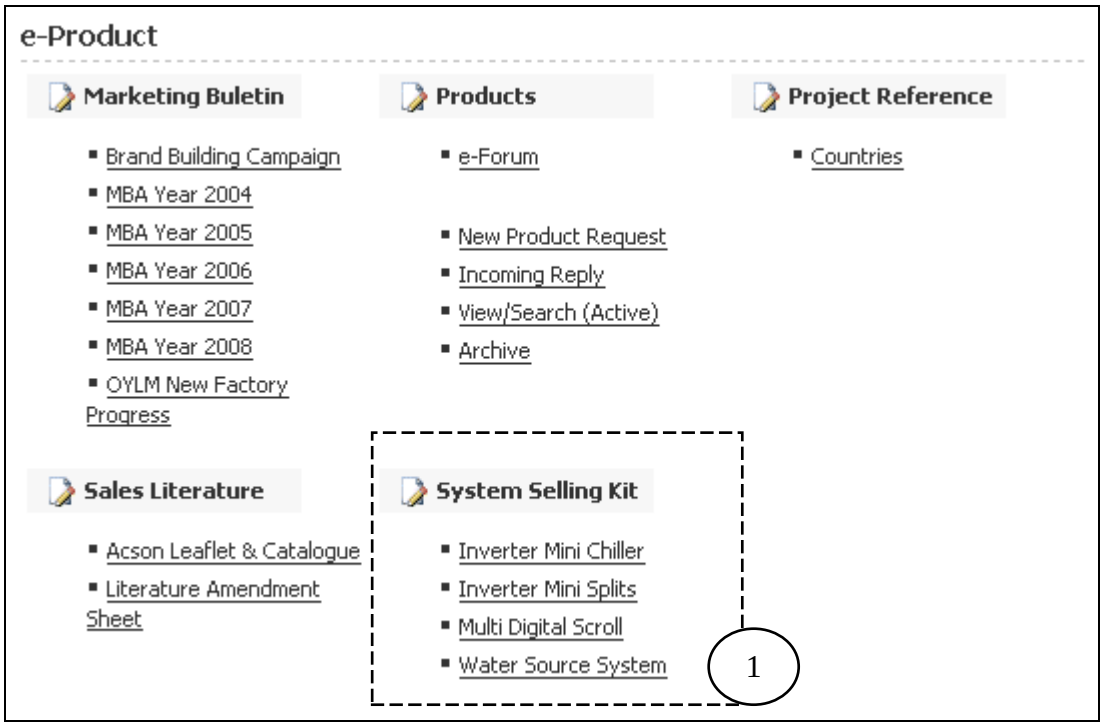


Figure 8.25 System Selling Kit

1. Click on the hyperlink and you will be redirected to the selected page. (Refer to **Figure 8.26, Figure 8.28, Figure 8.30** or **Figure 8.32**).

8.5.1 Inverter Mini Chiller

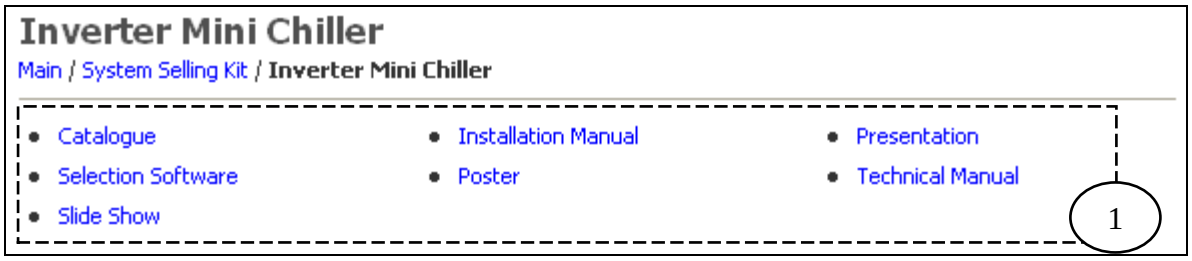


Figure 8.26 Inverter Mini Chiller

1. Click on the hyperlink and you will be redirected to the selected page. For example, click on “Slide Show” and you will be redirected to the page shown in **Figure 8.27**.

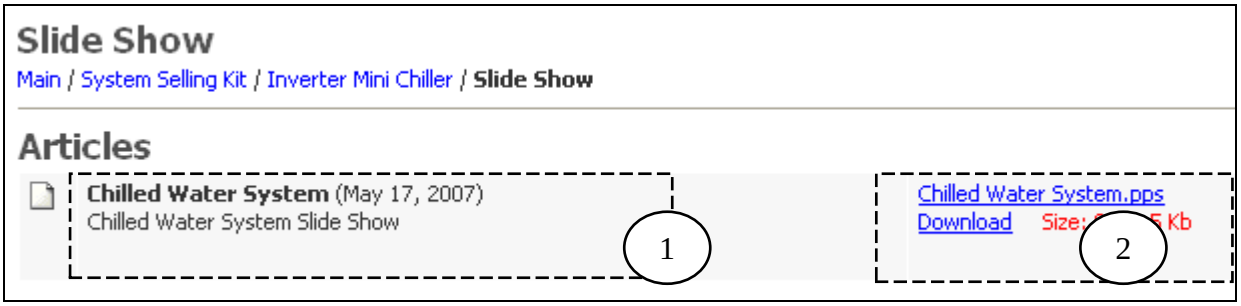


Figure 8.27 Slide Show

1. This column showed the title and details of the slide show created.
2. Click on the hyperlink to open the slide show in presentation format or click on "Download" to download and save to computer.

8.5.2 Inverter Mini Splits

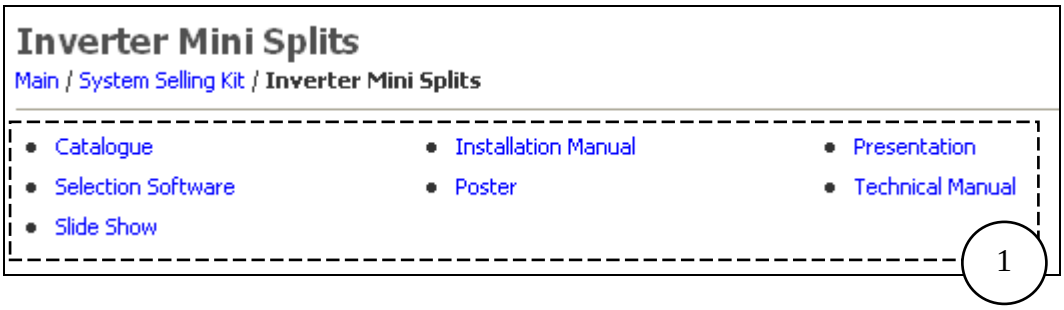


Figure 8.28 Inverter Mini Splits

1. Click on the hyperlink and you will be redirected to the selected page. For example, click on the "Poster" and you will be redirected to the page shown in **Figure 8.29**.

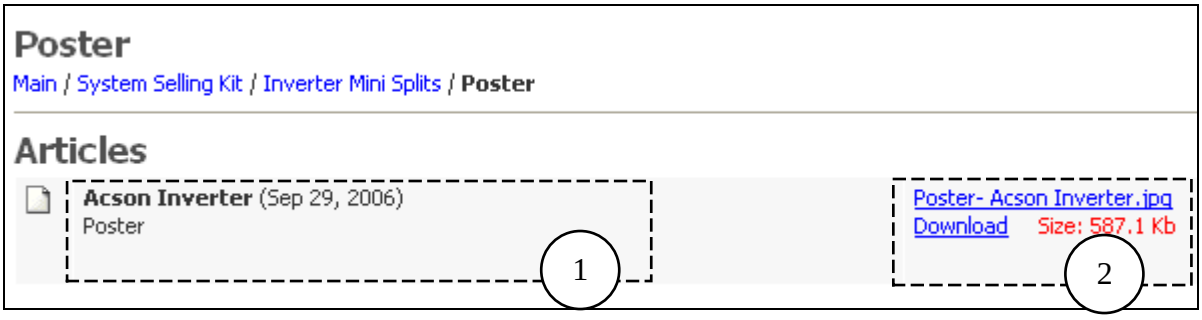


Figure 8.29 Poster

1. This column showed the title and details of the poster.
2. Click on the hyperlink to open the poster in JPG format or click on "Download" to download and save to computer.

8.5.3 Multi Digital Scroll

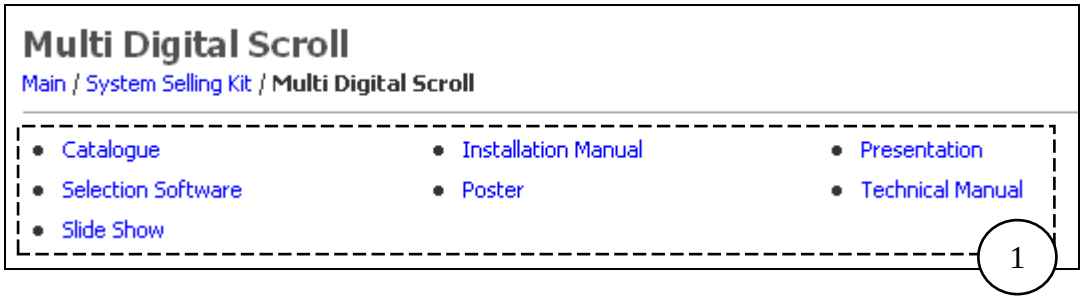


Figure 8.30 Multi Digital Scroll

1. Click on the hyperlink and you will be redirected to the selected page. For example, click on “Catalogue” and you will be redirected to the page shown in **Figure 8.31**.

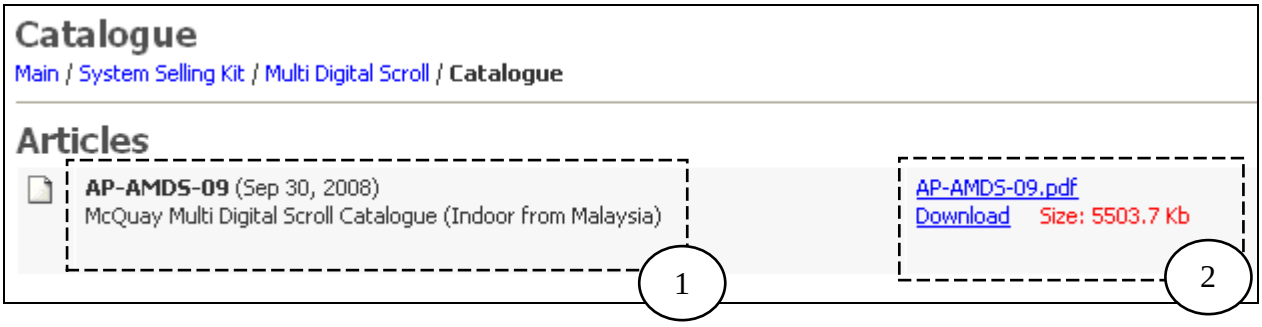


Figure 8.31 Catalogue

1. This column showed the title and description of the catalogue.
2. Click on the hyperlink to open the catalogue in PDF format or click on “Download” to download and save to computer.

8.5.4 Water Source Solution

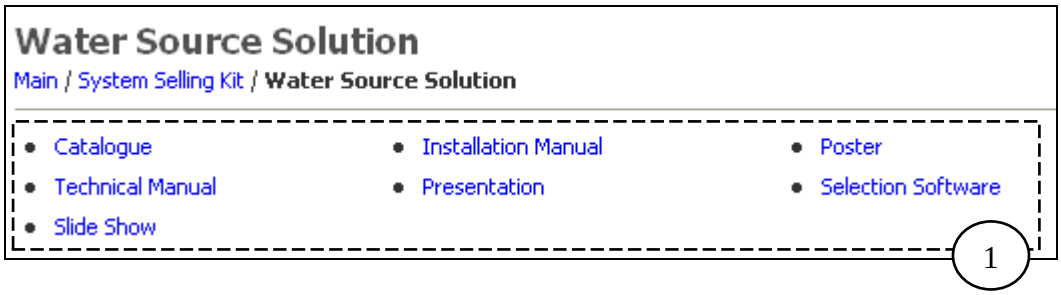


Figure 8.32 Water Source Solution

1. Click on the hyperlink and you will be redirected to the selected page. For example, click on “Selection Software” and you will be redirected to the page shown in **Figure 8.33**.

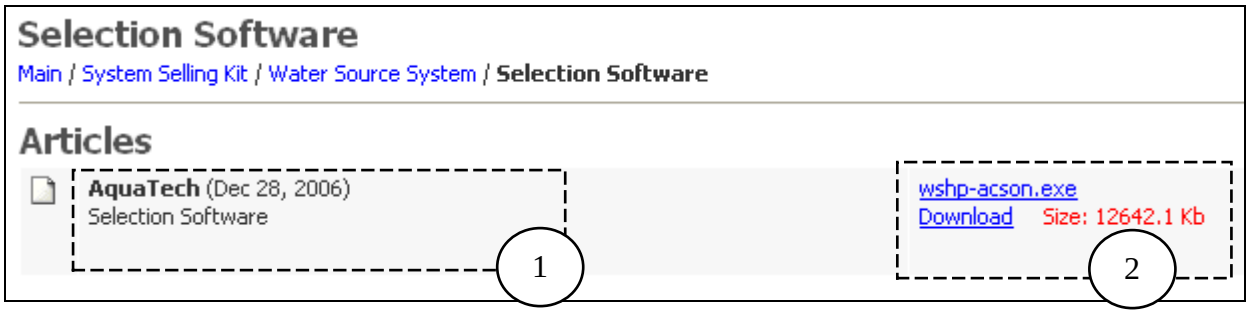


Figure 8.33 Selection Software

2. This column showed the title and details of the selection software.
3. Click on the hyperlink to open the selection software or click on “Download” to download and save to computer.

9.0 User Admin

In this selection, you can edit the following:

Change My Login
Add New Login
View/ Edit Login

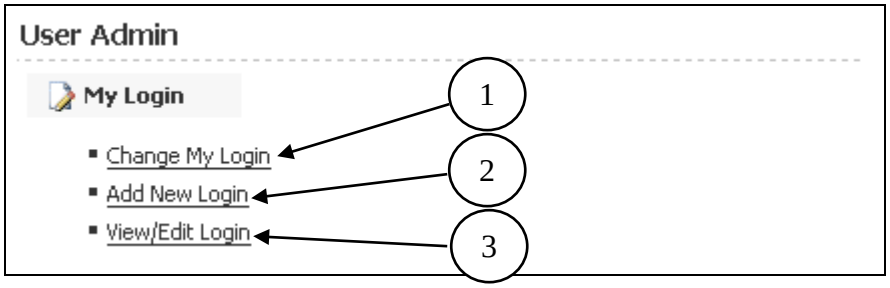


Figure 9.1 User Admin

1. Click on this link to change your login. (Refer to **Figure 9.2 and Figure 9.3**)
2. Click on this link to add new login account. (Refer to **Figure 9.5(a), (b)**)
3. Click on this link to view or edit your login account. (Refer to **Figure 9.8(a), (b)**)

9.1 Change My Login

Figure 9.2 Change My Login

1. This message will appear only if you are sign in the e-biz homepage with administrator account.

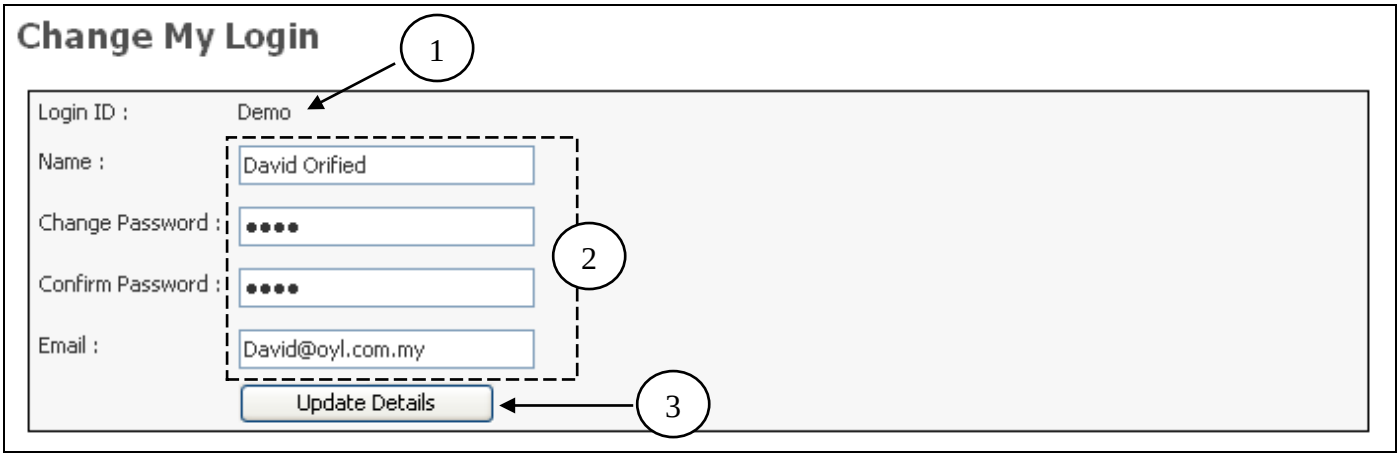


Figure 9.3 Change My Login

1. This column showed your login ID.
2. These columns allow you to edit your Name, Login's Password and Email.
3. Click on "Update Details" once you have finish edit your login account. (Refer to **Figure 9.4**)

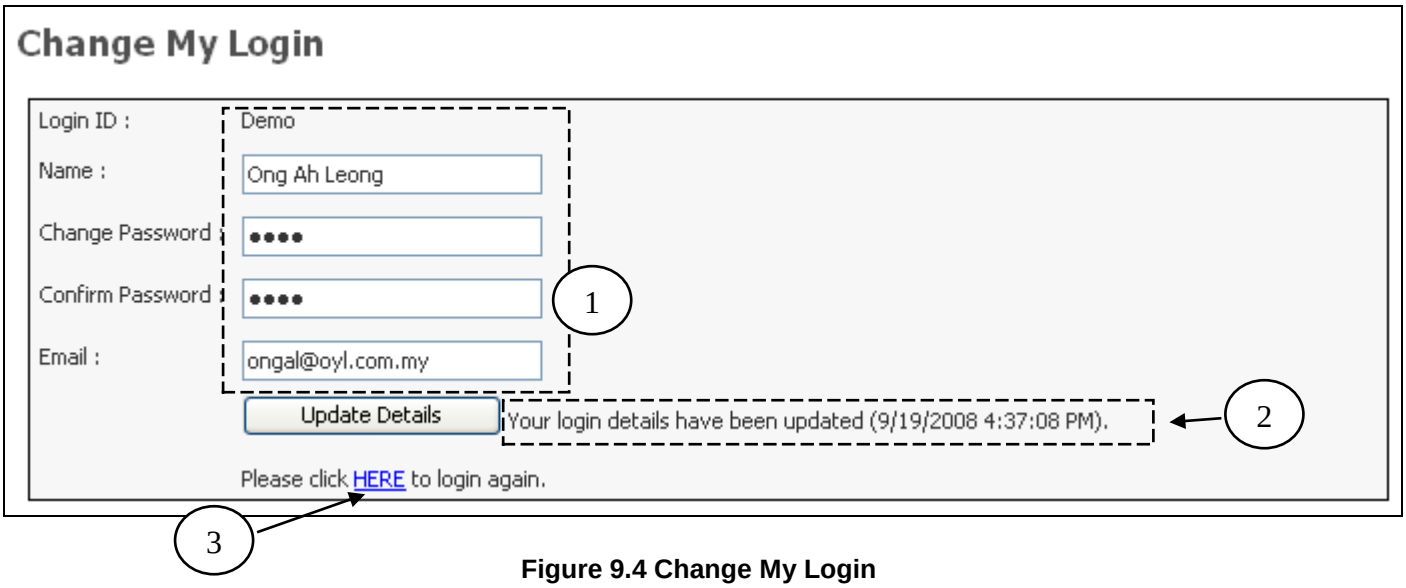


Figure 9.4 Change My Login

1. This column showed the login details after edit.
2. A message shown on the date you edit your login account details.
3. Click "HERE" to login to e-biz again.

9.2 Add New Login

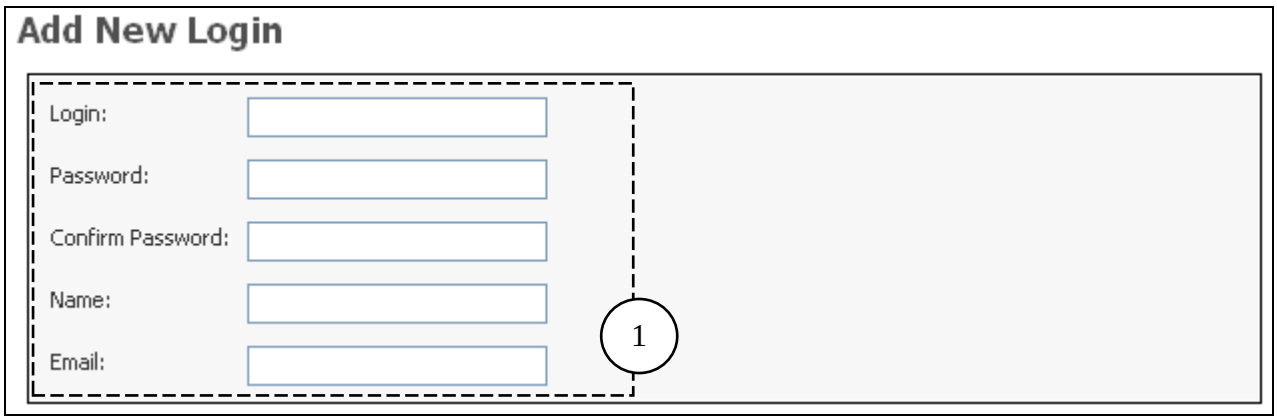


Figure 9.5(a) Add New Login

1. Insert the particular data to the specify column. "Login" is the user name you would like to use to login e-biz. Create your favorite and easy remember password to prevent lost of password. "Name" is name you would like to appear at the e-Biz when you have login. "Email" is the email address that can easily get and contact you.

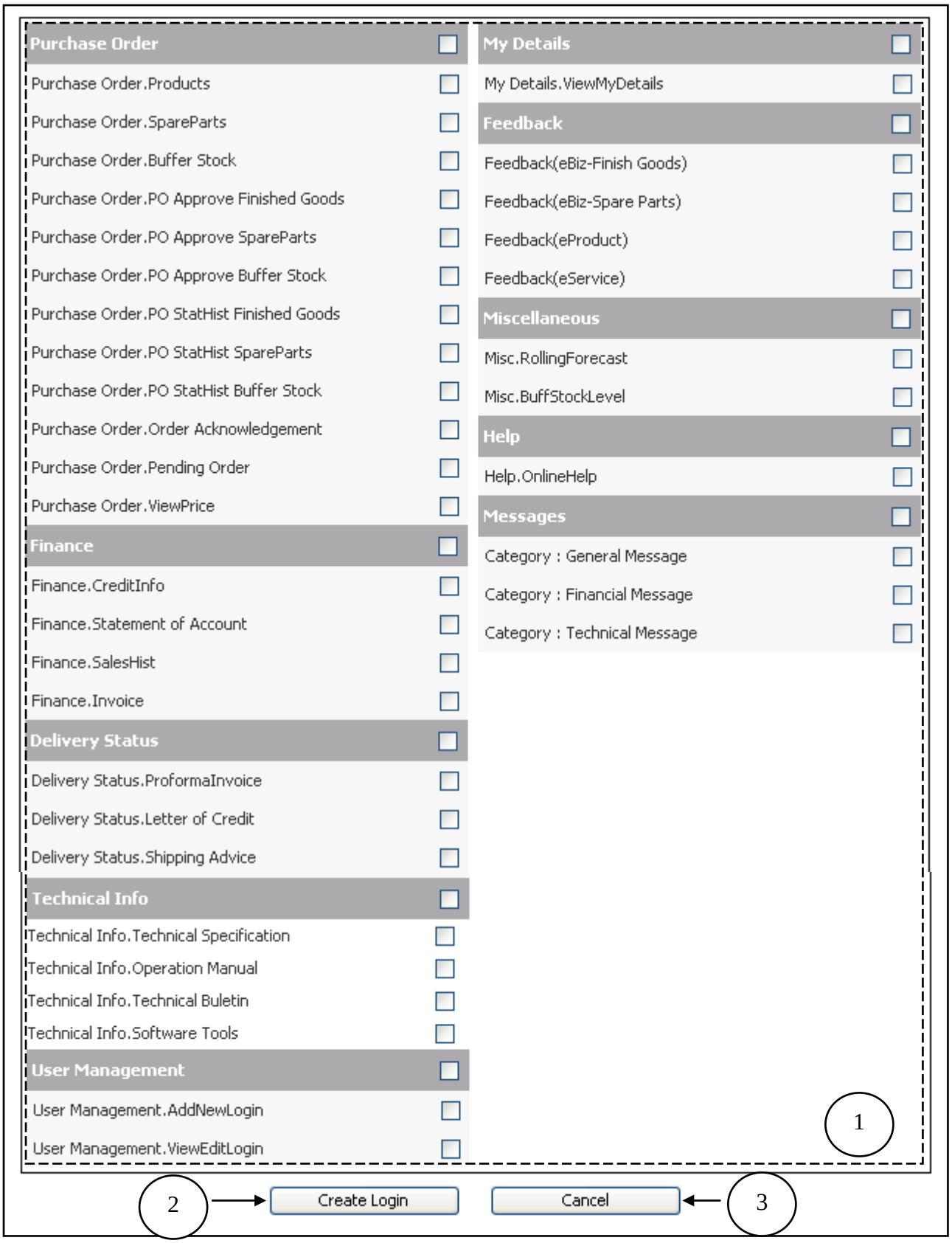


Figure 9.5(b) Add New Login

1. Check at the small box you would like the new user to view or access.
2. Click on “Create Login” once you have finish fill up the necessary details.
3. Click on “Cancel” to cancel add new login. (Refer to **Figure 9.7**)

Figure 9.6 Add New Login

1. This page with message will appear if you are not sign in with administrator account.

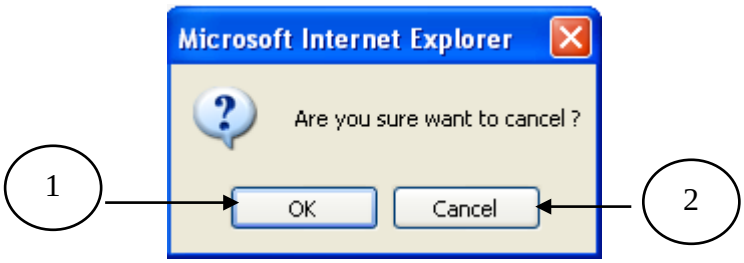


Figure 9.7 Confirmation to cancel

1. Click “OK” if you confirm want to cancel add new login and you will be redirected to the e-biz homepage.
2. Click “Cancel” to continue add new login.

9.3 View/ Edit Login

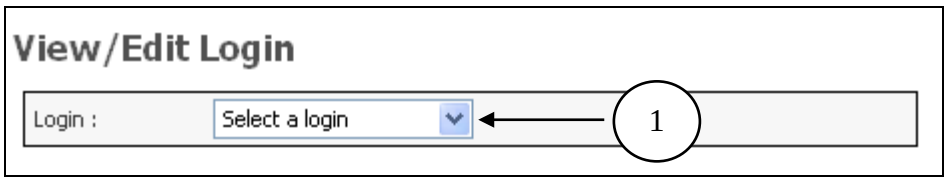


Figure 9.8(a) View/ Edit Login

1. Click to select the login account you would like to edit. (Refer to **Figure 9.9**). You will be redirected once you have selected the login account. (Refer to **Figure 9.8(b)**).

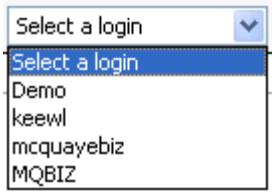


Figure 9.9 Select a Login

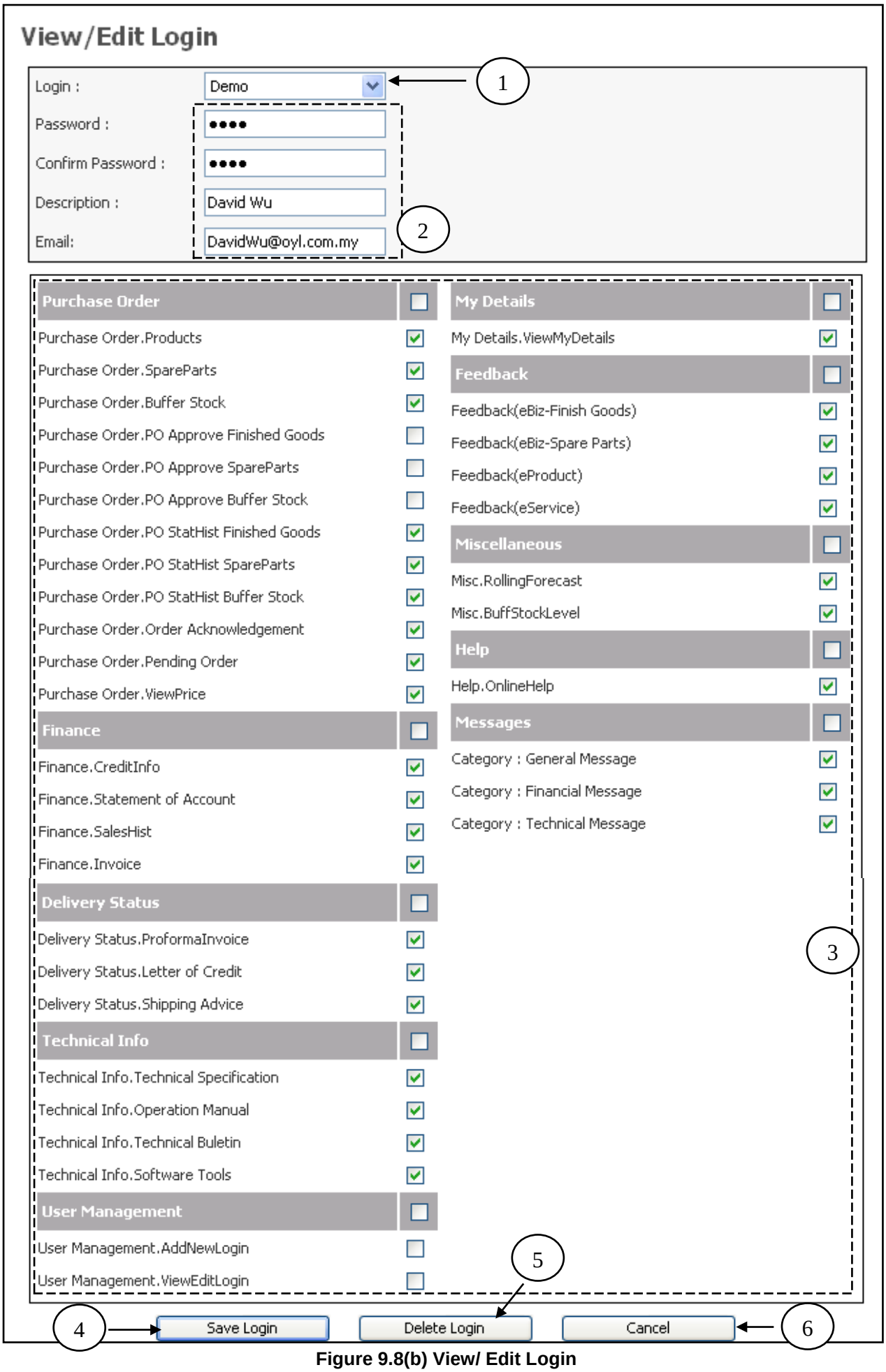


Figure 9.8(b) View/ Edit Login

1. You can select the login account at this selection.
2. You can edit the password to login the e-biz, description and email to contact in this column.
3. You can check or uncheck the box for the user to view or access.
4. Click on “Save Login” once you have finish edit the login details.
5. Click on “Delete Login” if you wish to delete this login account. A message showed in **Figure 9.10** will show.
6. Click on “Cancel” to cancel editing the login account. (Refer to **Figure 9.11**)

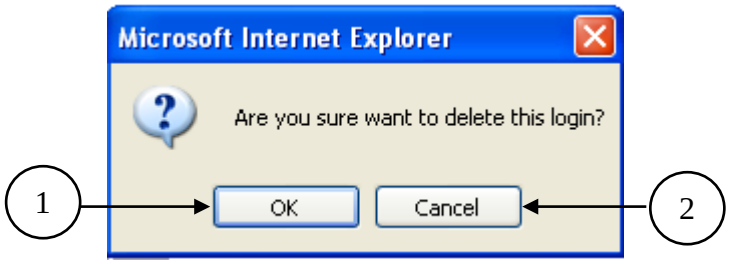


Figure 9.10 Confirmations to Delete

1. Click “OK” once you have confirmed to delete this login account.
2. Click “Cancel” to return to view/ edit login.

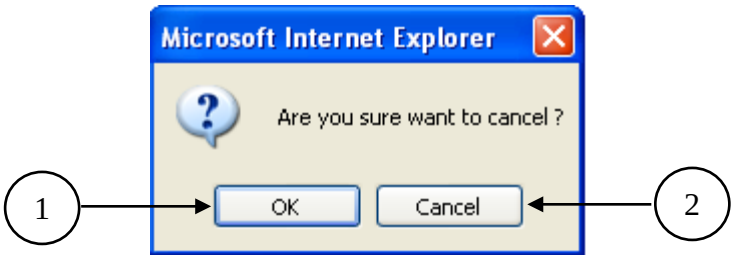


Figure 9.11 Confirmations to cancel

1. Click “OK” if you wish to cancel to edit the login details
2. Click “Cancel” if you wish to continue to edit the login details.

10.0 Feedback

The feedback section is for distributors to submit inquiries, complaints and further improvements to the e-business system. The feedback section included of the following: (Refer to **Figure 10.1**)

10.1 e-Biz
  a) Finished Goods
  b) Spare Parts
10.2 e-Service
10.3 e-Product

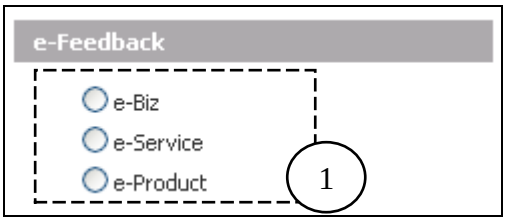


Figure 10.1 e-Feedback

1. Choose on type of feedback you would like to create, reply or view.

10.1 e-Biz

Feedback section for e-Biz included of feedback of finished goods or spare parts. (Refer to **Figure 10.2**)

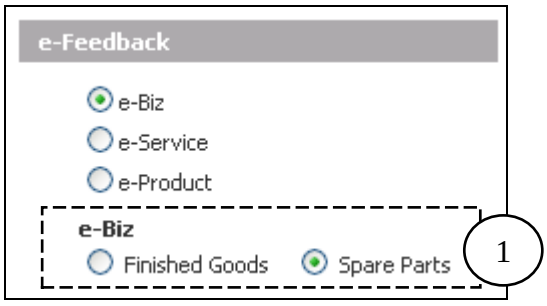


Figure 10.2 e-Biz's e-Feedback

1. Choose on type of e-Biz feedback you would like to create, reply or view. Once chosen, the following selection will be shown. (Refer to **Figure 10.3** and **Figure 10.4** for Finished Goods and Spare Parts respectively).

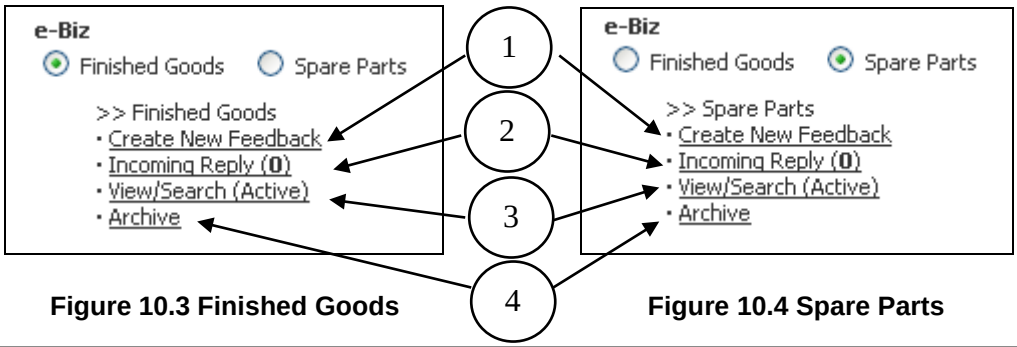


Figure 10.3 Finished Goods **Figure 10.4 Spare Parts**

1. Click on “Create New Feedback” if you wish to create a new feedback on the finished goods or spare parts. You will be redirected to page shown in **Figure 10.5**.
2. Click on “Incoming Reply” to view the reply from the OYL respective person in charge. Number in the bracket indicates quantity of new incoming reply. (Refer **Figure 10.9**)
3. Click on “View/ Search (Active)” to search and view the active feedback on finished goods or spare parts. (Refer **Figure 10.14**)
4. Click on “Archive” to view the feedbacks that have been archived. (Refer to **Figure 10.15**)

10.1.1 Create New Feedback

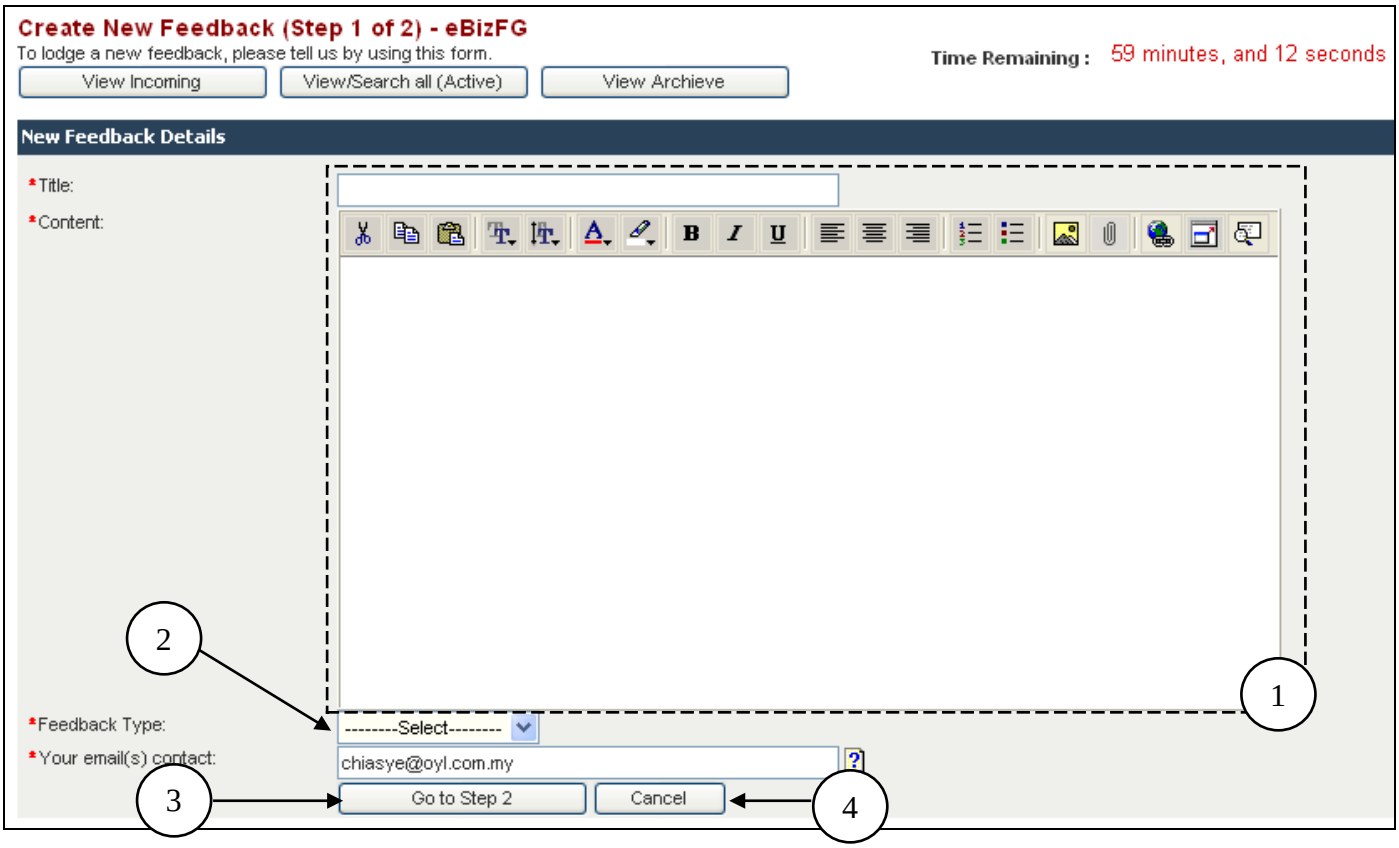


Figure 10.5 Create New Feedback- eBizFG

1. Fill up your feedback title and content in the “Title” and “Content” column respectively.
2. Click to select the type of this feedback. (Refer to **Figure 10.6**)
3. Click “Go to Step 2” once you have finished filled up the necessary data in the column. (Refer to **Figure 10.7**)
4. Click “Cancel” to cancel creating this feedback. You will be redirected to e-distributor homepage.

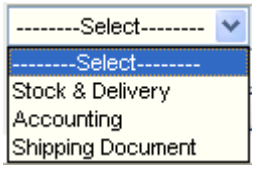


Figure 10.6 Selection

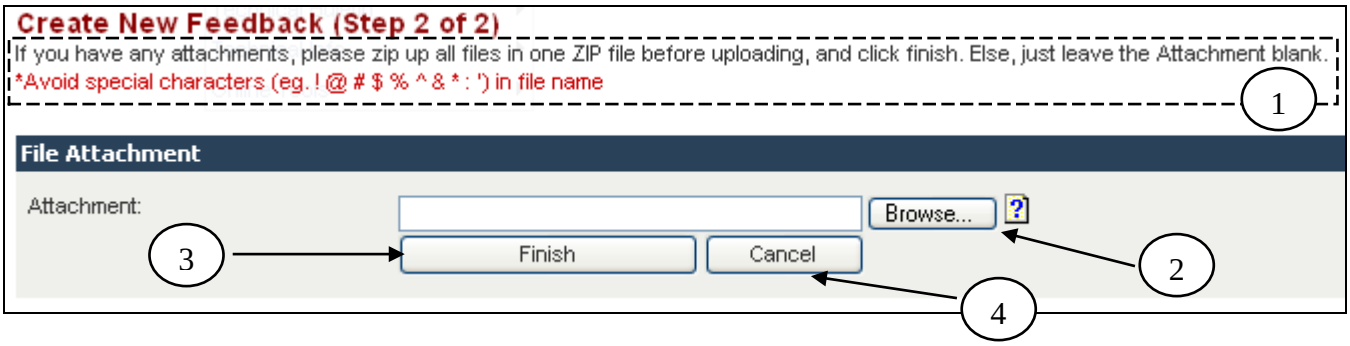

Create New Feedback (Step 2 of 2)
If you have any attachments, please zip up all files in one ZIP file before uploading, and click finish. Else, just leave the Attachment blank.
*Avoid special characters (eg. ! @ # $ % ^ & * : ') in file name
1
File Attachment
Attachment:
Browse...
Finish
Cancel
2
3
4

Figure 10.7 Create New Feedback (Step 2)

1. This column showed the rules that must be followed in order to attach the file in feedback.
2. Click “Browse” to specify the location of the file to attach.
3. Click “Finish” once you have specified the attachment file. You also can click “Finish” if you do not have any attachment to attach in this feedback. (Refer to **Figure 10.8**)
4. Click “Cancel” if you do not want continues to attach the file.

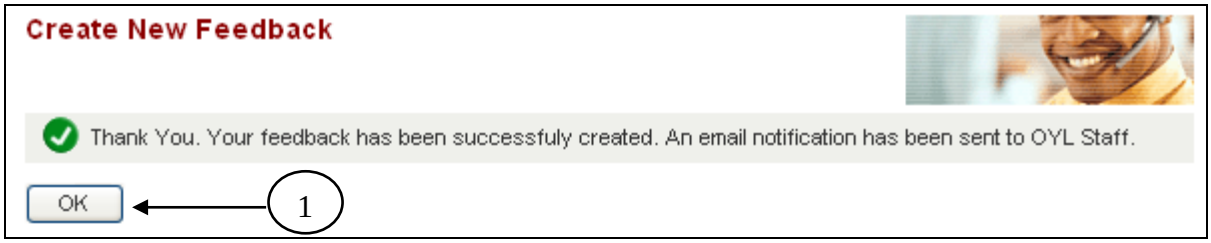

Create New Feedback
Thank You. Your feedback has been successfuly created. An email notification has been sent to OYL Staff.
OK
1

Figure 10.8 Create New Feedback Successful

1. Click “OK” to complete the create new feedback procedure and back to e-Distributor homepage.

10.1.2 Incoming Reply

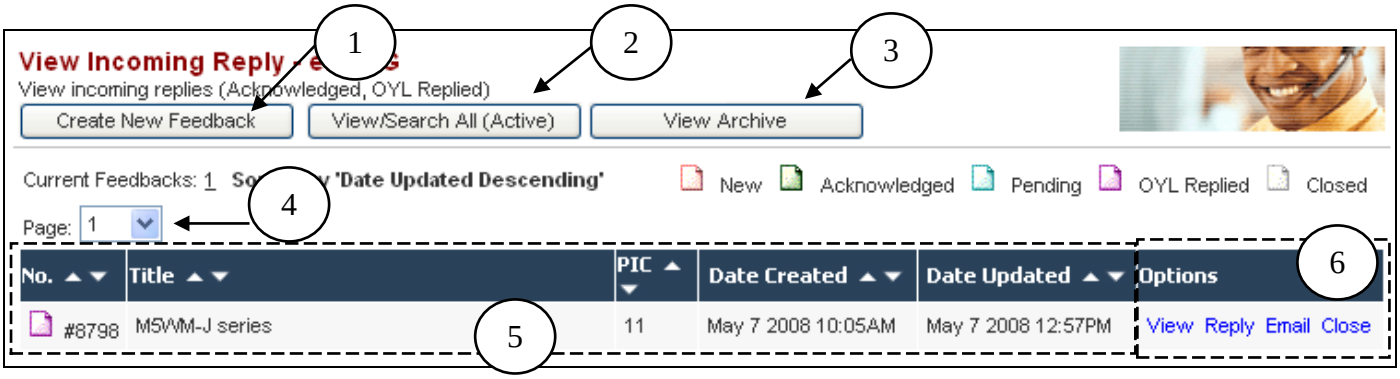


Figure 10.9 View Incoming Reply- eBizFG

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.1.1 Create New Feedback in Page 103)
2. Click on “View/Search All (Active)” to search or view the active feedback. (Refer to 10.1.3 View/ Search (Active) in Page 106)
3. Click on “Archive” to search or view the feedbacks that have been archived. (Refer to 10.1.4 Archive in Page 107)
4. Click to choose the page of feedback you would to view or reply.
5. This column showed the title and details of the feedback have been created.
6. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.10**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.13**) Click “Close” to close this feedback.

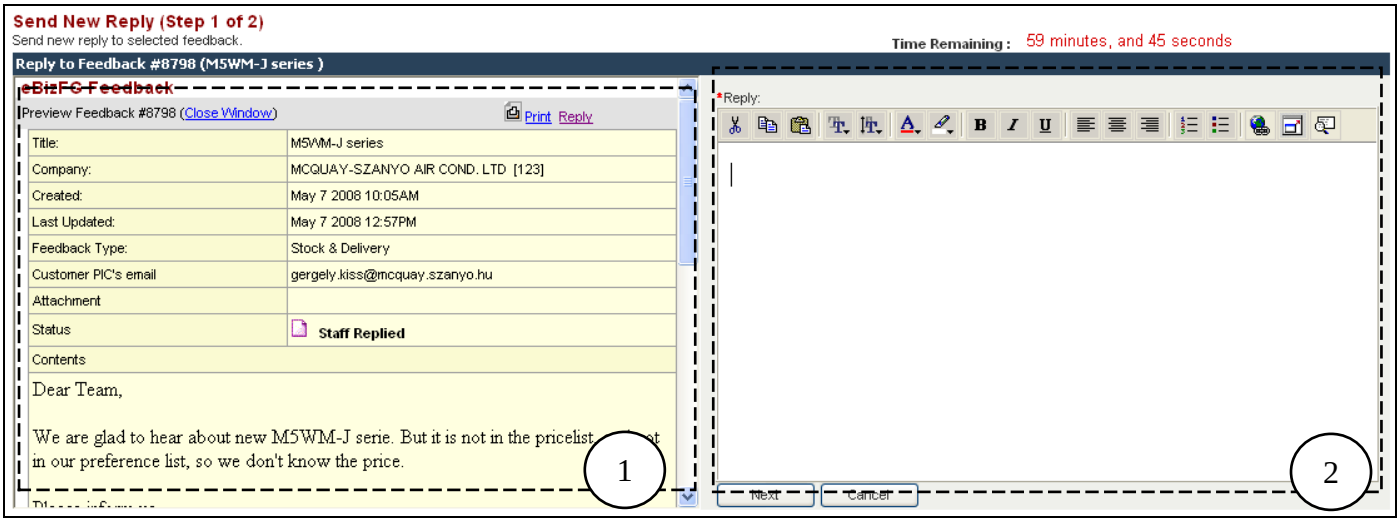

Send New Reply (Step 1 of 2)
Send new reply to selected feedback.
Time Remaining : 59 minutes, and 45 seconds
Reply to Feedback #8798 (M5WM-J series)
eBizFC Feedback
Preview Feedback #8798 (Close Window)
Print Reply
Title: M5WM-J series
Company: MCQUAY-SZANYO AIR COND. LTD [123]
Created: May 7 2008 10:05AM
Last Updated: May 7 2008 12:57PM
Feedback Type: Stock & Delivery
Customer PIC's email gergely.kiss@mcquay.szanyo.hu
Attachment
Status Staff Replied
Contents
Dear Team,
We are glad to hear about new M5WM-J serie. But it is not in the pricelist
in our preference list, so we don't know the price.
*Reply:
Next
Cancel
1
2

Figure 10.10 Send New Reply (Step 1)

1. This column is the preview of the feedback.
2. This column allowed you to insert your reply. After finished insert your words, click on “Next” to proceed to step 2. (Refer to **Figure 10.11**) Click on “Cancel” if you do not wish continue to reply on this feedback. (Refer to **Figure 10.12**)

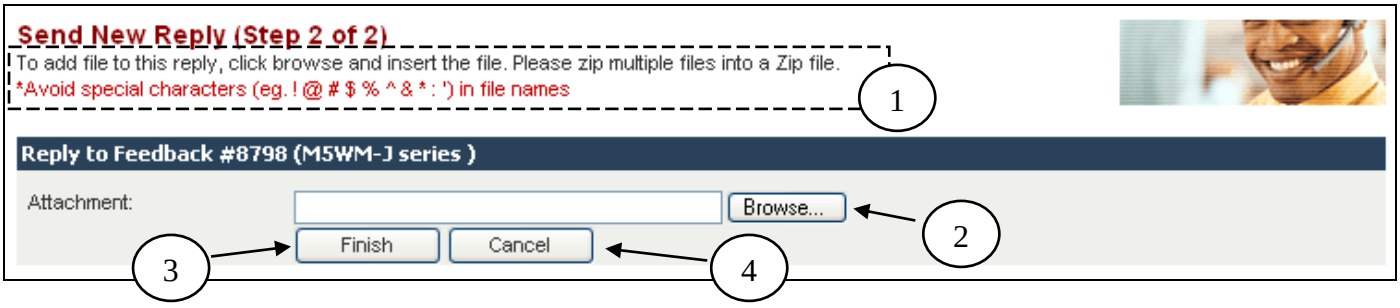

Send New Reply (Step 2 of 2)
To add file to this reply, click browse and insert the file. Please zip multiple files into a Zip file.
*Avoid special characters (eg. ! @ # $ % ^ & * : ') in file names
1
Reply to Feedback #8798 (M5WM-J series)
Attachment:
Browse...
Finish
Cancel
2
3
4

Figure 10.11 Send New Reply (Step 2)

1. This column showed the rules that must be followed in order to attach the file in feedback.
2. Click “Browse” to specify the location of the file to attach.
3. Click “Finish” once you have specified the attachment file. You also can click “Finish” if you do not have any attachment to attach in this feedback.
4. Click “Cancel” if you do not want continues to attach the file.

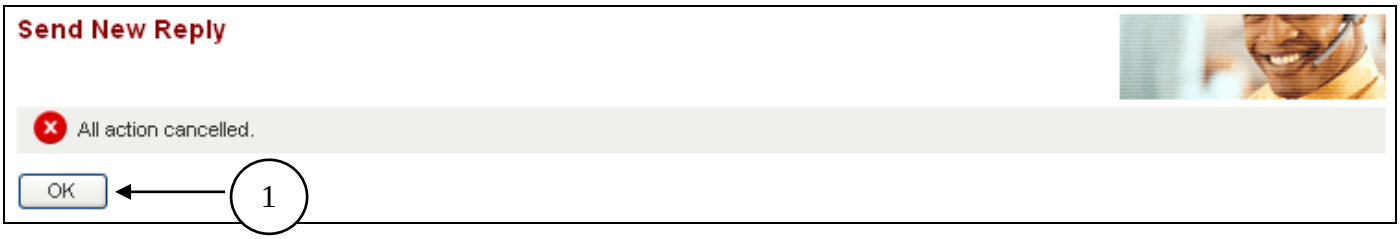


Figure 10.12 Send New Reply- Cancelled

1. Click on “OK” to redirect to page shown in **Figure 10.9**.

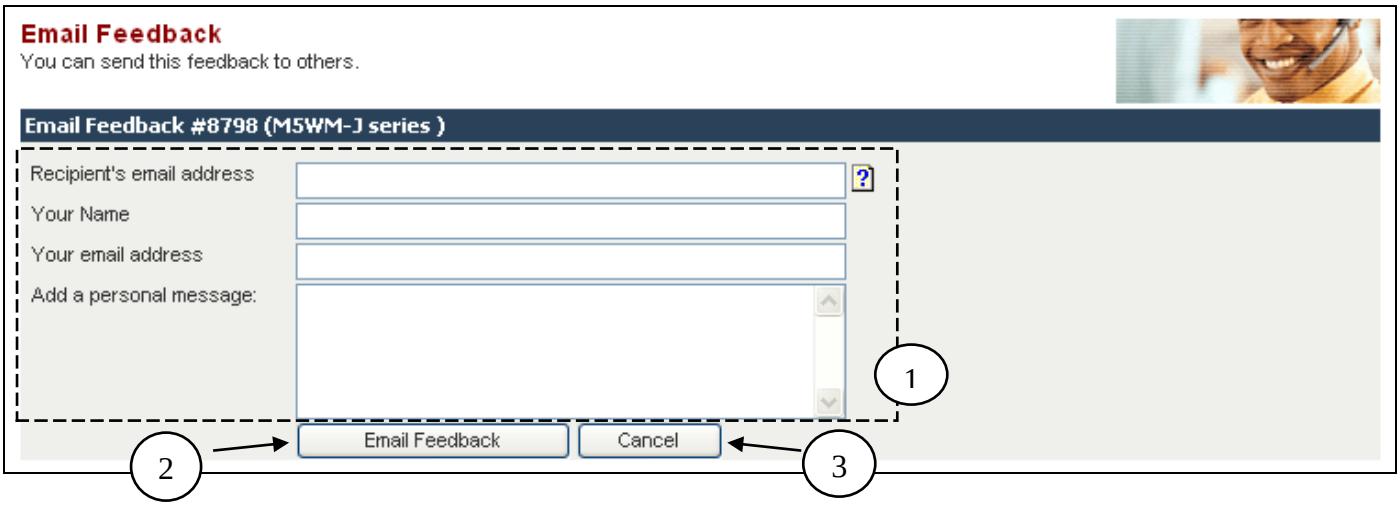


Figure 10.13 Email Feedback

1. Filled in the necessary data in the columns.
2. Click “Email Feedback” once you have finished filled up the necessary data.
3. Click “Cancel” to cancel email this feedback to others.

10.1.3 View/ Search (Active)

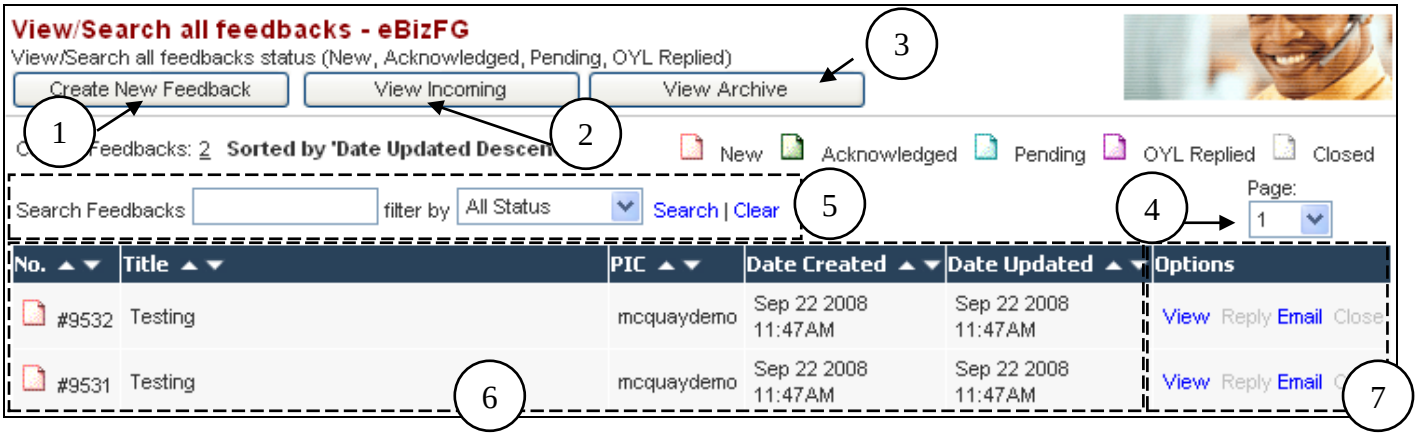


Figure 10.14 View/ Search All Feedbacks- eBizFG

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.1.1 Create New Feedback in Page 103)
2. Click on “View Incoming” to search or view the active feedback. (Refer to 10.1.2 View Incoming in Page 104)

3. Click on “View Archive” to search or view the feedbacks that have been archived. (Refer to 10.1.4 Archive in Page 107)
4. Click to choose the page of feedback you would to view or reply.
5. Insert the feedback number if you know, then click “Search” to search for the feedback here.
6. This column showed the title and details of the feedback have been created.
7. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.10**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.13**) Click “Close” to close this feedback.

10.1.4 Archive

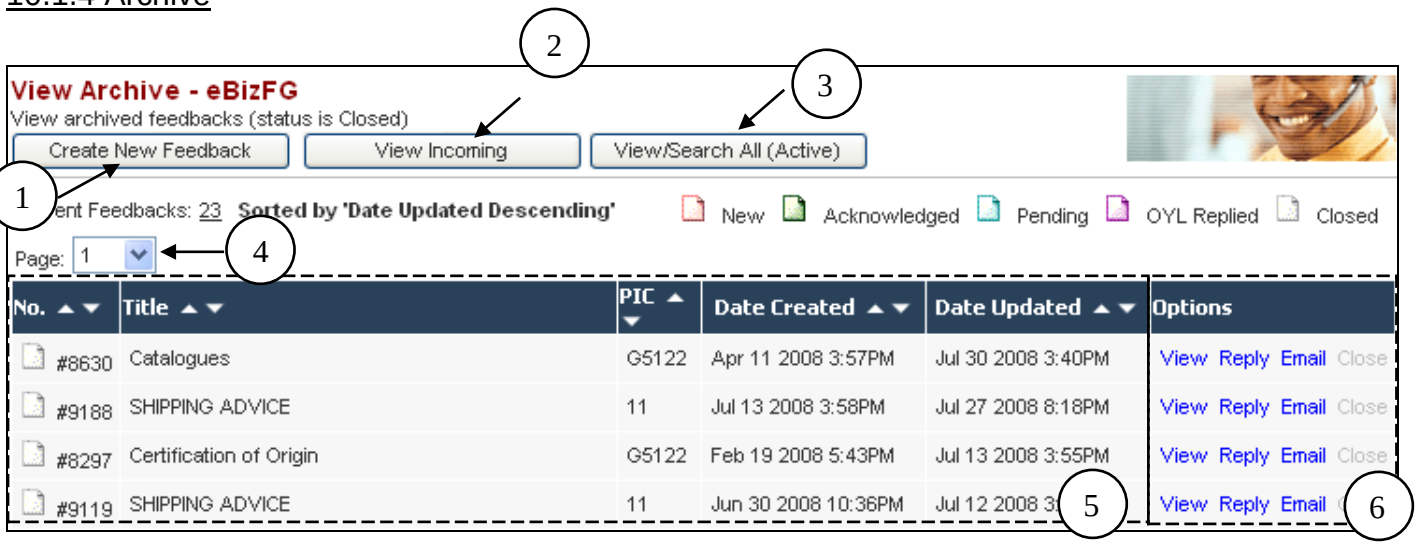


Figure 10.15 View Archive- eBizFG

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.1.1 Create New Feedback in Page 103)
2. Click on “View Incoming” to search or view the active feedback. (Refer to 10.1.2 View Incoming in Page 104)
3. Click on “View Archive” to search or view the feedbacks that have been archived. (Refer to 10.1.3 View/ Search All (Active) in Page 106)
4. Click to choose the page of feedback you would to view or reply.
5. This column showed the title and details of the feedback have been created.
6. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.10**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.13**) Click “Close” to close this feedback.

10.2 e- Service

Figure 10.16 e- Service

1. Click on “Create New Feedback” if you wish to create a new feedback on the technical service. You will be redirected to page shown in **Figure 10.17**.
2. Click on “Incoming Reply” to view the reply from the OYL respective person in charge. Number in the bracket indicates quantity of new incoming reply. (Refer **Figure 10.19**)
3. Click on “View/ Search (Active)” to search and view the active feedback on finished goods or spare parts. (Refer **Figure 10.23**)
4. Click on “Archive” to view the feedbacks that have been archived. (Refer to **Figure 10.24**)
5. Click on “Replacement Status” to view the replacement status.

10.2.1 Create New Feedback

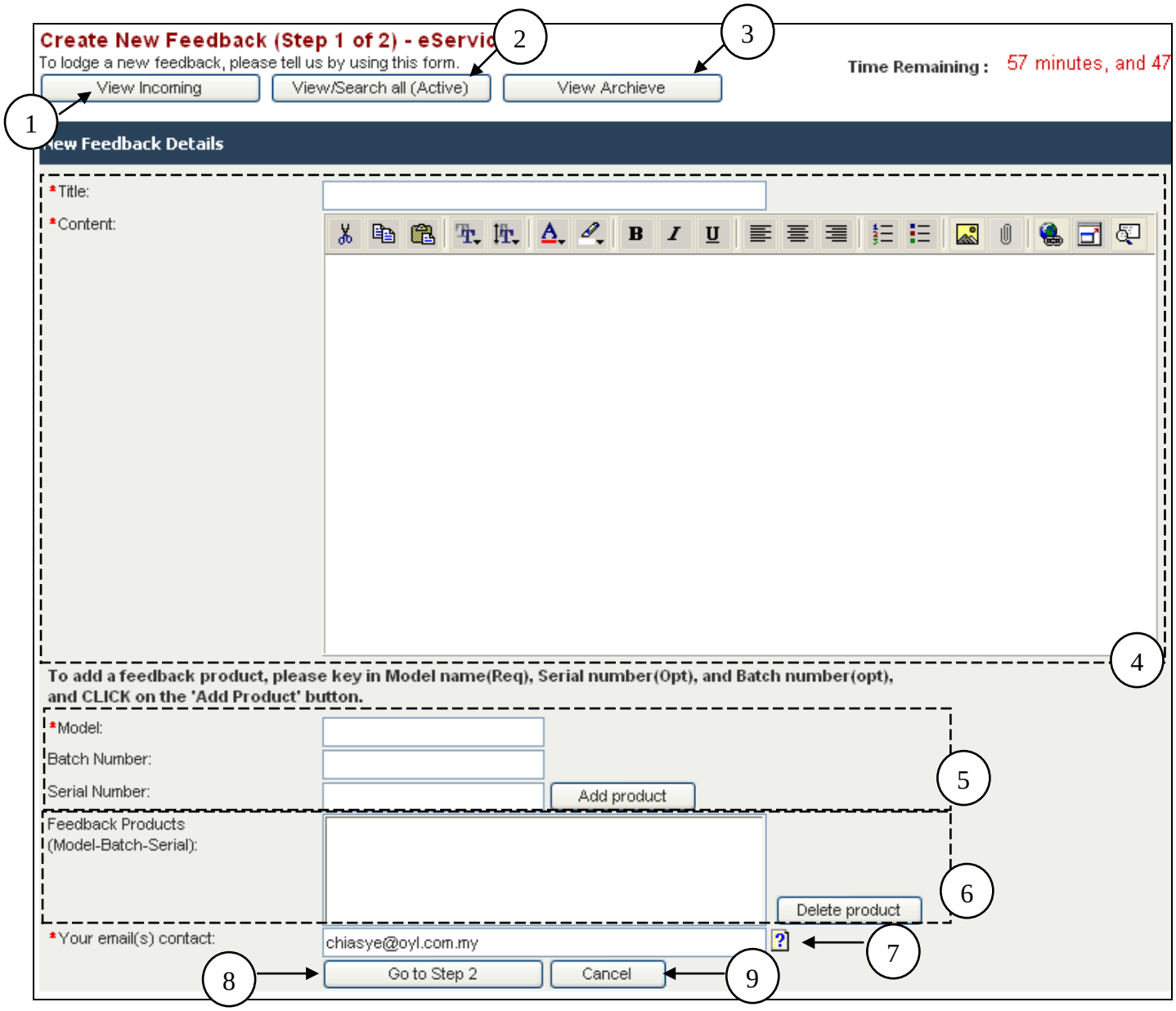


Figure 10.17 Create New Feedback – eService

1. Click on “View Incoming” to view the latest incoming reply. (Refer to 10.2.2 Incoming Reply in page 110).
2. Click on “View/ Search All (Active)” to view or search for the feedback which still in active status. (Refer to 10.2.3 View/ Search (Active) in page 112).
3. Click on “Archive” to view or search for the feedback which have been archived. (Refer to 10.2.4 Archive in page 113).
4. Insert the feedback title in the title column and contents of your feedback in the contents column.
5. Insert the model nomenclature, batch number and serial number in the specified column. Then click “Add Product” to insert the product details to the Feedback Products column. (Refer to **Figure 10.18**)
6. Choose the product you wish to delete from the Feedback Products column and click “Delete Product”. (Refer to **Figure 10.18**)
7. Insert your email address here.

8. Click “Go to Step 2” once you have finish go through the above steps. (Refer to **Figure 10.11**)
9. Click “Cancel” if you wish to cancel creating this feedback.

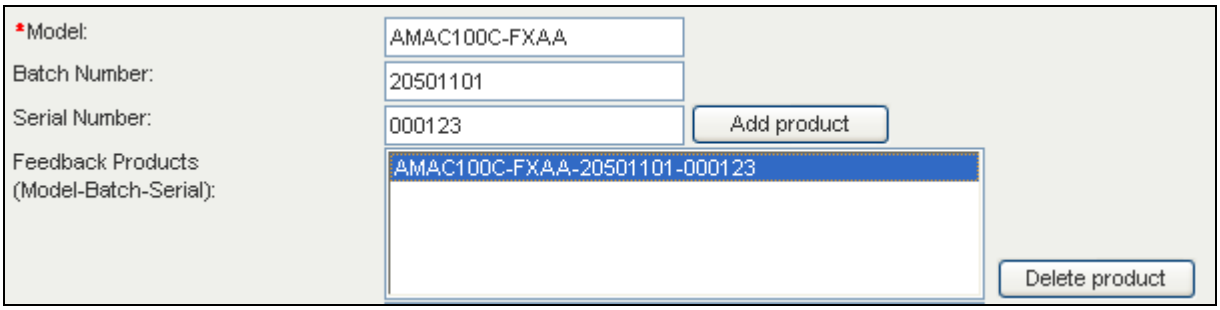


Figure 10.18 Add/ Delete Product

10.2.2 Incoming Reply

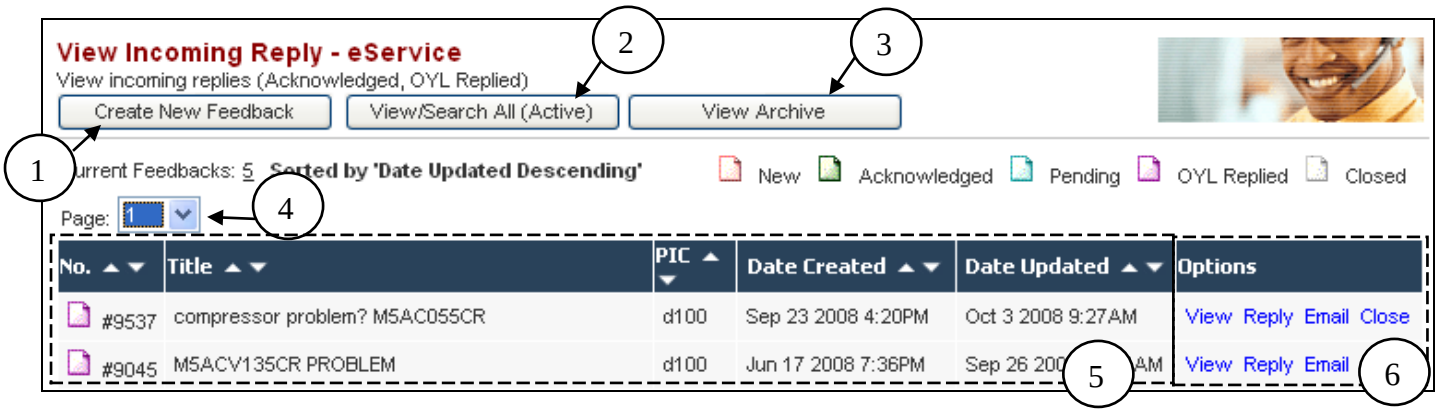


Figure 10.19 Incoming Reply- eService

1. Click on “Create New Feedback” to create new technical feedback. (Refer to 10.2.1 Create New Feedback in page 109)
2. Click on “View/ Search All (Active)” to view or search the feedback which in active status. (Refer to 10.2.3 View/ Search (Active) in page 112)
3. Click on “Archive” to view or search for the feedback that have been archived. (Refer to 10.2.4 Archive in page 113)
4. Click to choose the page of feedback you wish to view or reply.
5. This column show the details of the feedback created.
6. In this “Options” column, you can click “View” to view the feedback contents. Click “Reply” to reply the feedback. (Refer to **Figure 10.20**). Click on “Email” to email this feedback to others. (Refer to **Figure 10.21**). Click on “Close” to close this feedback. (Refer to **Figure 10.22**)

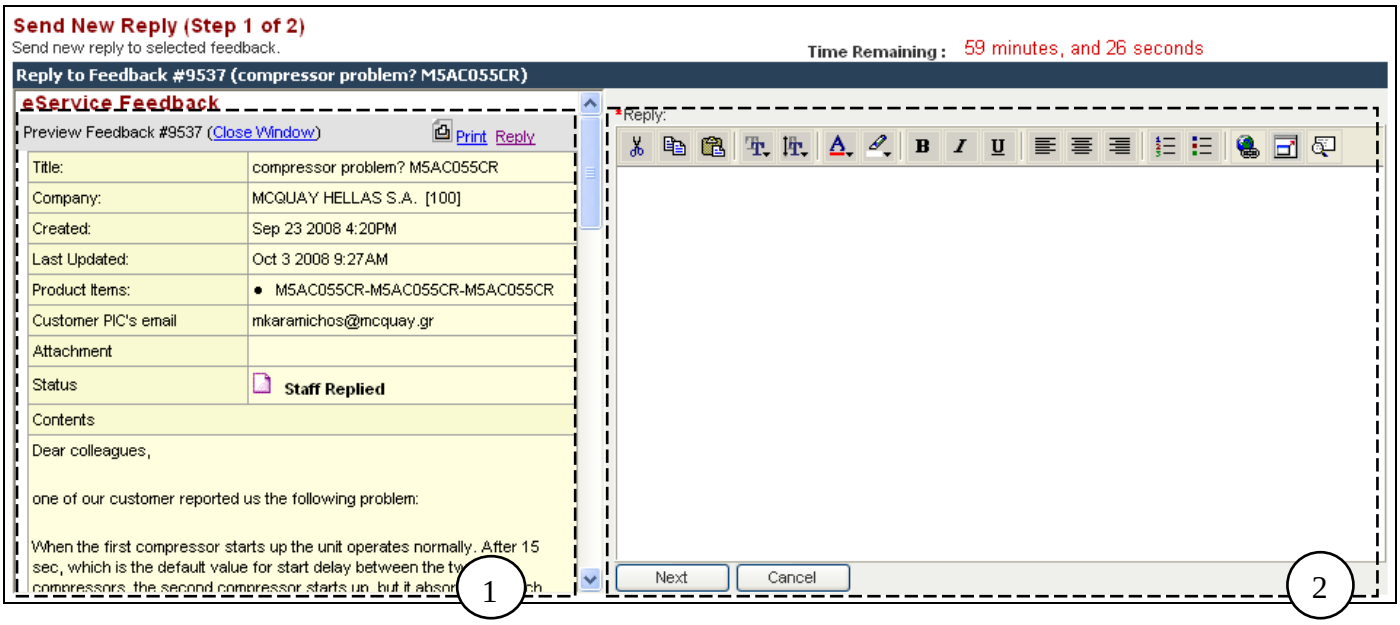

Send New Reply (Step 1 of 2)
Send new reply to selected feedback.
Time Remaining : 59 minutes, and 26 seconds
Reply to Feedback #9537 (compressor problem? M5AC055CR)
eService Feedback
Preview Feedback #9537 (Close Window)
Print Reply
Title: compressor problem? M5AC055CR
Company: MCQUAY HELLAS S.A. [100]
Created: Sep 23 2008 4:20PM
Last Updated: Oct 3 2008 9:27AM
Product Items: M5AC055CR-M5AC055CR-M5AC055CR
Customer PIC's email mkaramichos@mcquay.gr
Attachment
Status Staff Replied
Contents
Dear colleagues,
one of our customer reported us the following problem:
When the first compressor starts up the unit operates normally. After 15 sec, which is the default value for start delay between the tw
Reply:
Next
Cancel
1
2

Figure 10.20 Send New Reply

1. This column is the preview of the feedback.
2. Insert your reply in this column. Click “Next” once you have finished inserting the contents. Click “Cancel” if you do not wish to reply.

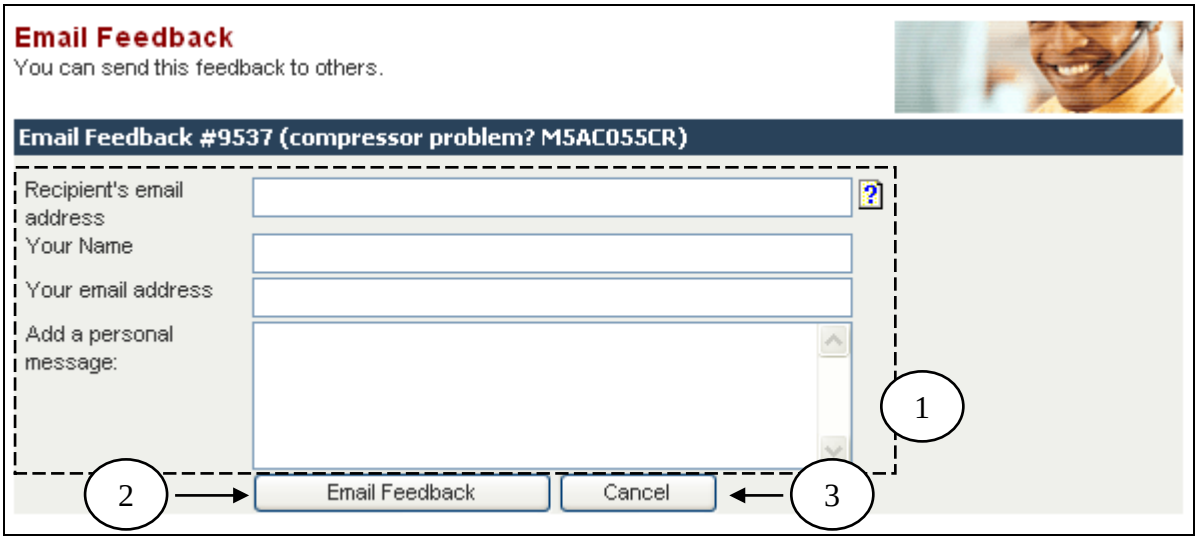


Figure 10.21 Email Feedback

1. Filled in the necessary data in the columns.
2. Click “Email Feedback” once you have finished filled up the necessary data.
3. Click “Cancel” to cancel email this feedback to others.

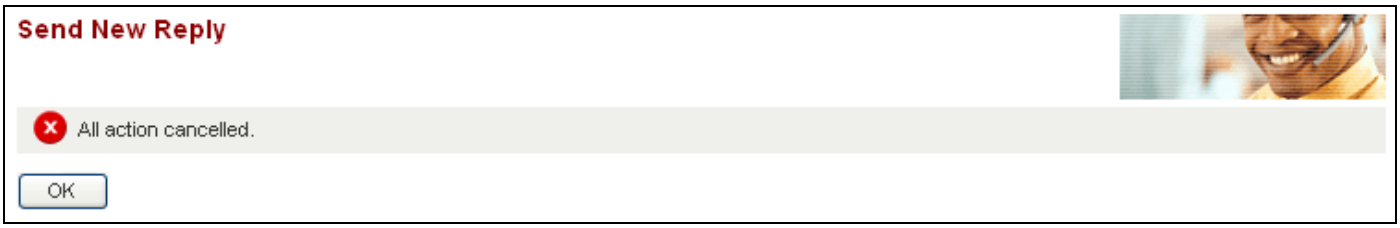


Figure 10.22 Send New Reply- cancelled

10.2.3 View/ Search (Active)

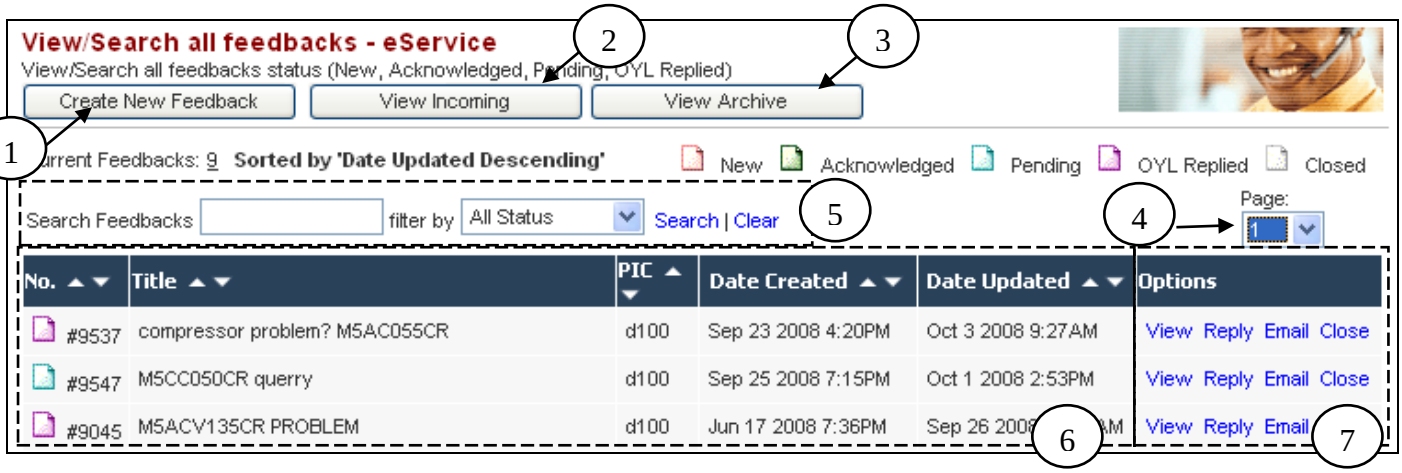


Figure 10.23 View/ Search All (Active) - eService

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.2.1 Create New Feedback in Page 109)
2. Click on “View Incoming” to search or view the active feedback. (Refer to 10.2.2 View Incoming in Page 110)
3. Click on “View Archive” to search or view the feedbacks that have been archived. (Refer to 10.2.4 Archive in Page 113)
4. Click to choose the page of feedback you would to view or reply.
5. Insert the feedback number if you know, then click “Search” to search for the feedback here.
6. This column showed the title and details of the feedback have been created.
7. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.20**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.21**) Click “Close” to close this feedback.

10.2.4 Archive

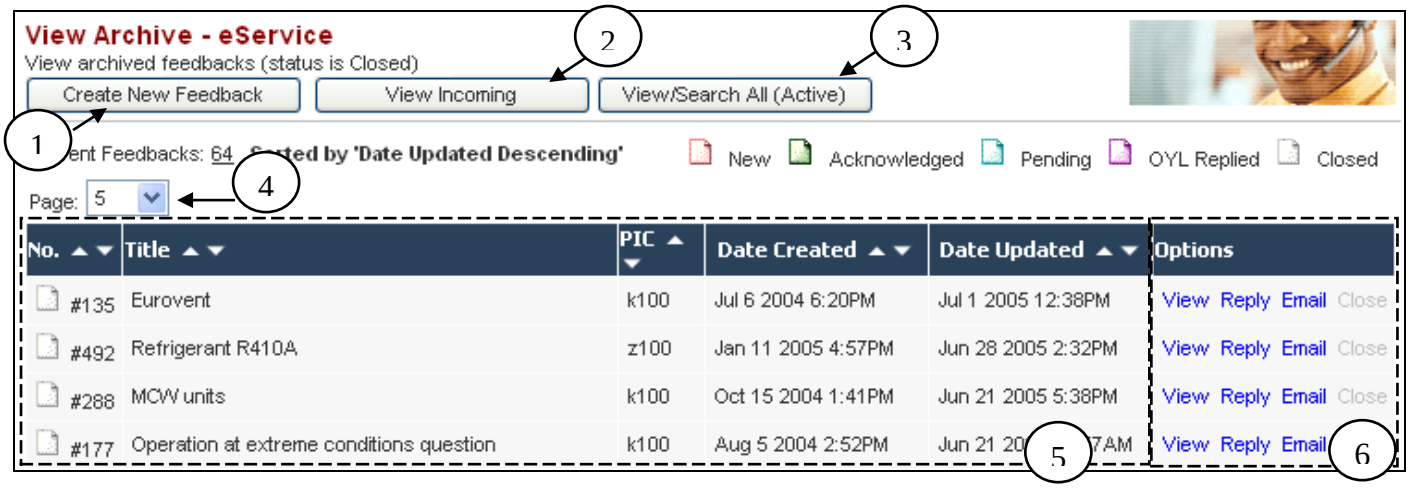


Figure 10.24 Archive

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.2.1 Create New Feedback in Page 109)
2. Click on “View Incoming” to search or view the active feedback. (Refer to 10.2.2 View Incoming in Page 110)
3. Click on “View Archive” to search or view the feedbacks that have been archived. (Refer to 10.2.3 View/ Search All (Active) in Page 112)
4. Click to choose the page of feedback you would to view or reply.
5. This column showed the title and details of the feedback have been created.
6. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.20**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.21**) Click “Close” to close this feedback.

10.2.5 Replacement Status

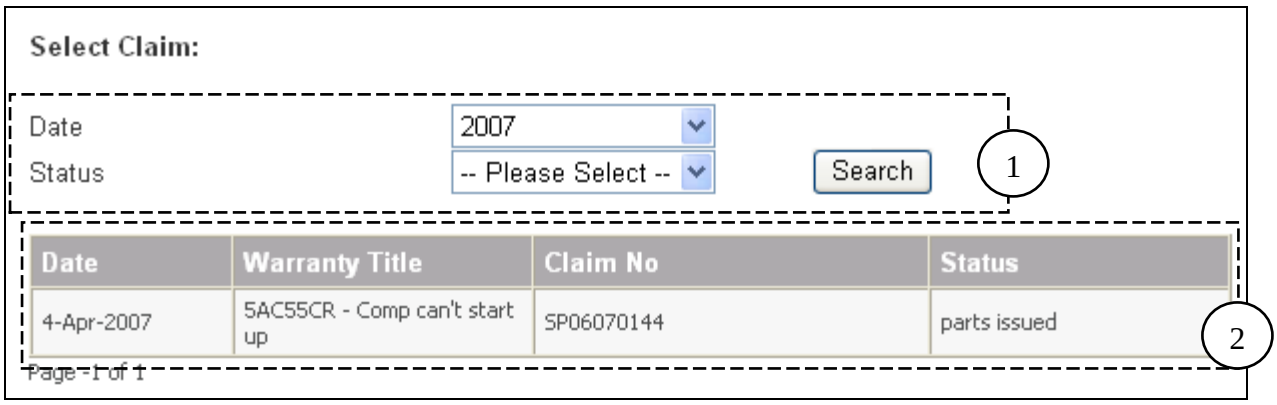


Figure 10.25 Replacement Status

1. Select the claim you wish to search for. (Refer to **Figure 10.26**)
2. This column showed the details of the replacement.

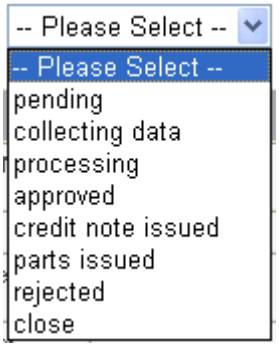


Figure 10.26 Status Selection

10.3 e- Product

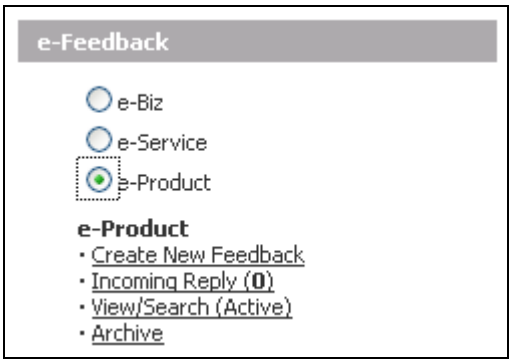


Figure 10.27 e- Product

1. Click on “Create New Feedback” if you wish to create a new feedback on the product. You will be redirected to page shown in **Figure 10.28**.
2. Click on “Incoming Reply” to view the reply from the OYL respective person in charge. Number in the bracket indicates quantity of new incoming reply. (Refer **Figure 10.29**)
3. Click on “View/ Search (Active)” to search and view the active feedback on finished goods or spare parts. (Refer **Figure 10.33**)
4. Click on “Archive” to view the feedbacks that have been archived. (Refer to **Figure 10.34**)
5. Click on “Replacement Status” to view the replacement status.

10.3.1 Create New Feedback

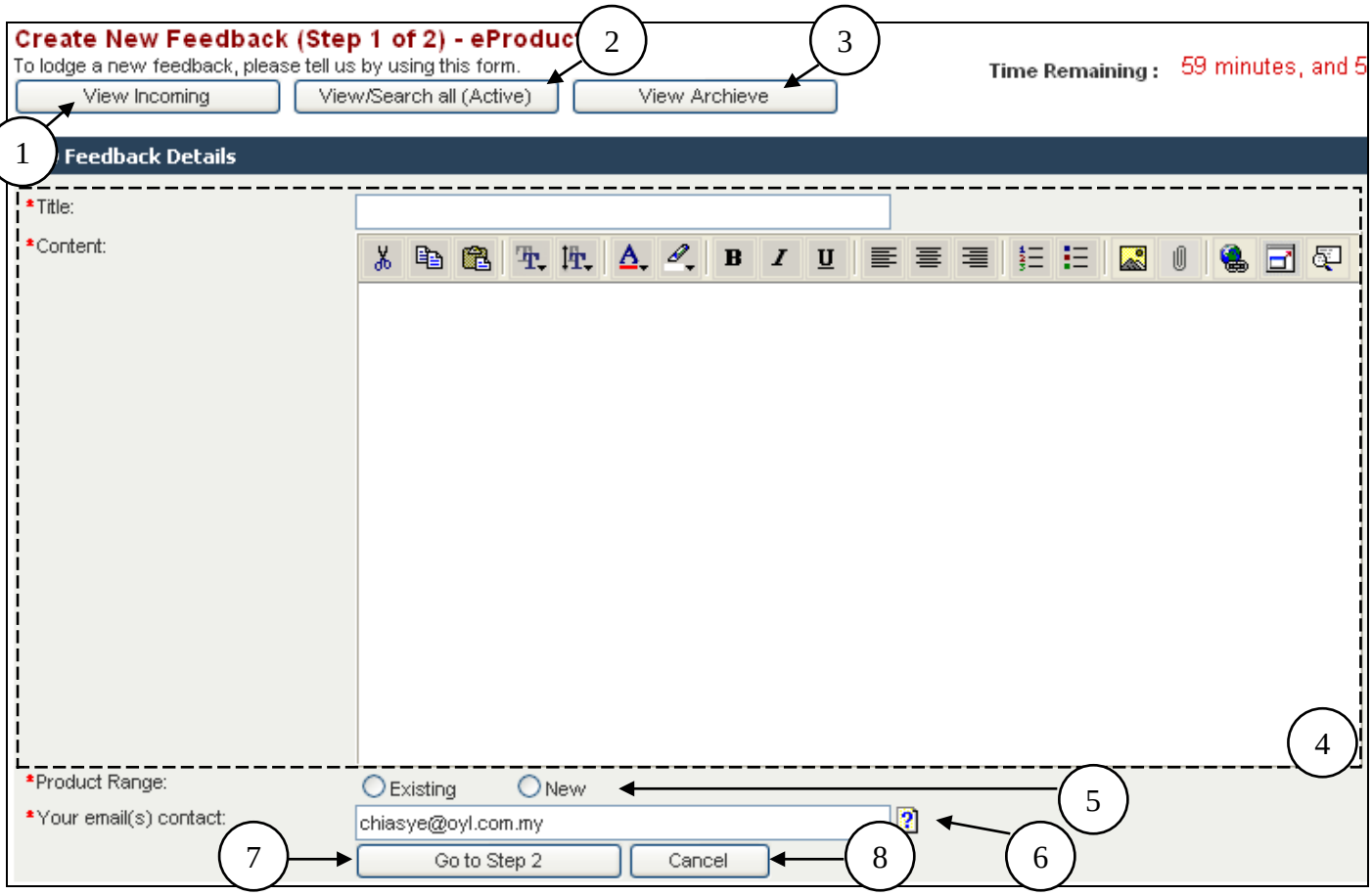


Figure 10.28 Create New Feedback

1. Click on “View Incoming” to view the latest incoming feedback reply. (Refer to **Figure 10.29**)
2. Click on “View/ Search All (Active)” to view or search the feedback in active status. (Refer to **Figure 10.33**)
3. Click on “Archive” to view or search the feedback in archive status. (Refer to **Figure 10.34**)
4. Insert the feedback details in title and contents column.
5. Choose the product range whether is Existing or New product.
6. Insert the email address in this column.
7. Click on “Go to Step 2” to continue to step 2. (Refer to **Figure 10.11**)
8. Click “Cancel” to cancel creating this feedback.

10.3.2 Incoming Reply

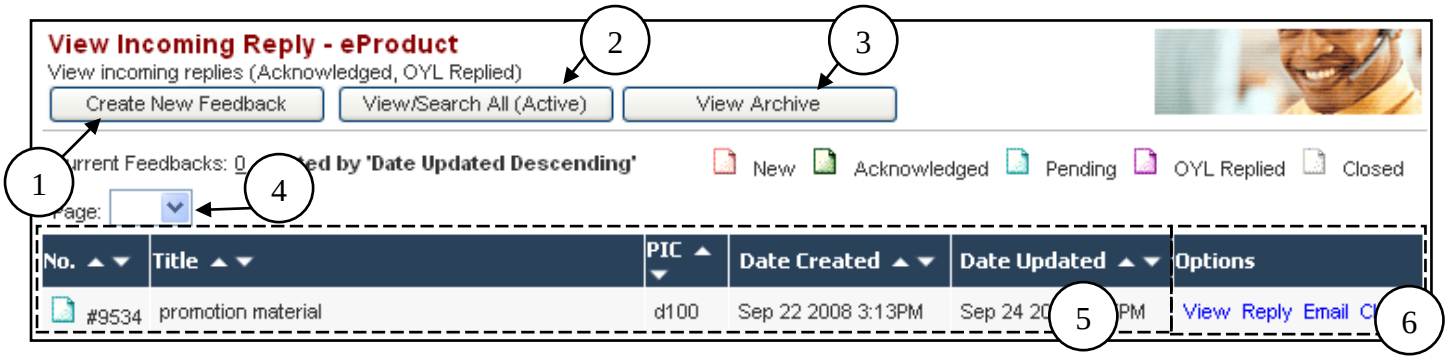


Figure 10.29 Incoming Reply

1. Click on “Create New Feedback” to create new technical feedback. (Refer to 10.3.1 Create New Feedback in page 115)
2. Click on “View/ Search All (Active)” to view or search the feedback which in active status. (Refer to 10.3.3 View/ Search (Active) in page 117)
3. Click on “Archive” to view or search for the feedback that have been archived. (Refer to 10.3.4 Archive in page 118)
4. Click to choose the page of feedback you wish to view or reply.
5. This column show the details of the feedback created.
6. In this “Options” column, you can click “View” to view the feedback contents. Click “Reply” to reply the feedback. (Refer to **Figure 10.30**). Click on “Email” to email this feedback to others. (Refer to **Figure 10.31**). Click on “Close” to close this feedback. (Refer to **Figure 10.32**)

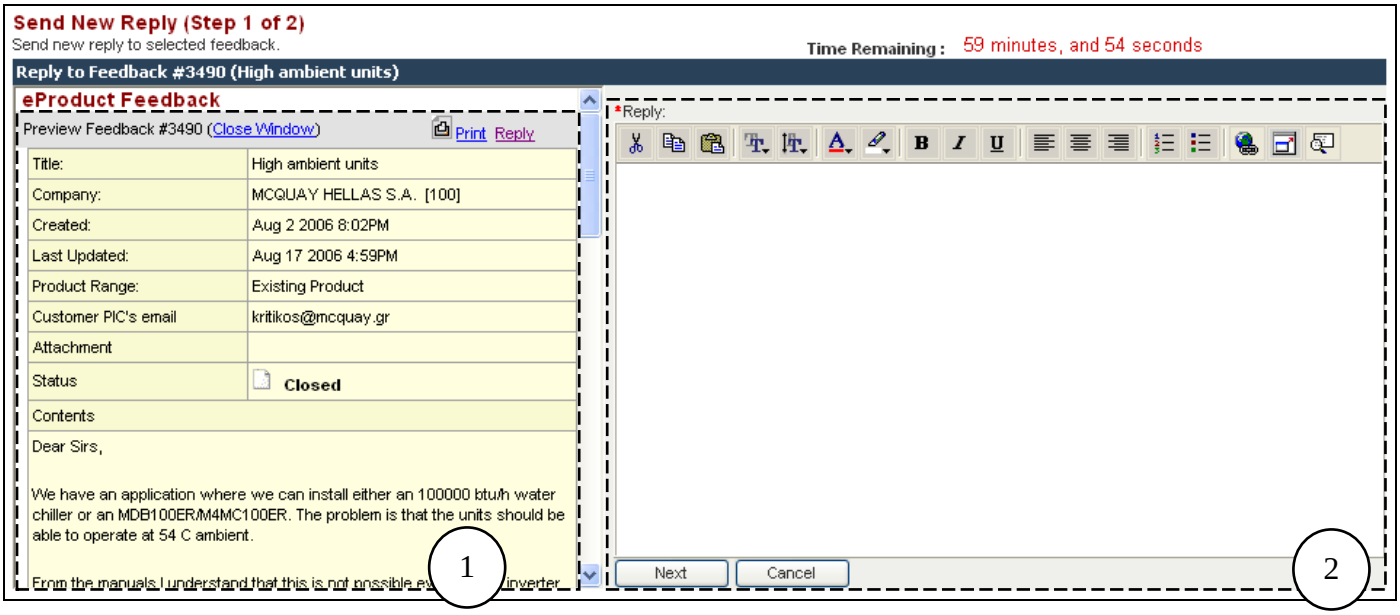

Send New Reply (Step 1 of 2)
Send new reply to selected feedback.
Time Remaining : 59 minutes, and 54 seconds
Reply to Feedback #3490 (High ambient units)
eProduct Feedback
Preview Feedback #3490 (Close Window)
Print Reply
Title: High ambient units
Company: MCQUAY HELLAS S.A. [100]
Created: Aug 2 2006 8:02PM
Last Updated: Aug 17 2006 4:59PM
Product Range: Existing Product
Customer PIC's email kritikos@mcquay.gr
Attachment
Status Closed
Contents
Dear Sirs,
We have an application where we can install either an 100000 btu/h water chiller or an MDB100ER/M4MC100ER. The problem is that the units should be able to operate at 54 C ambient.
Reply:
Next
Cancel
1
2

Figure 10.30 Send New Reply

1. This column showed the preview of the feedback
2. Insert the reply in this column. Click on “Next” to continue the reply. Click on “Cancel” if you do not wish to continue reply this feedback.

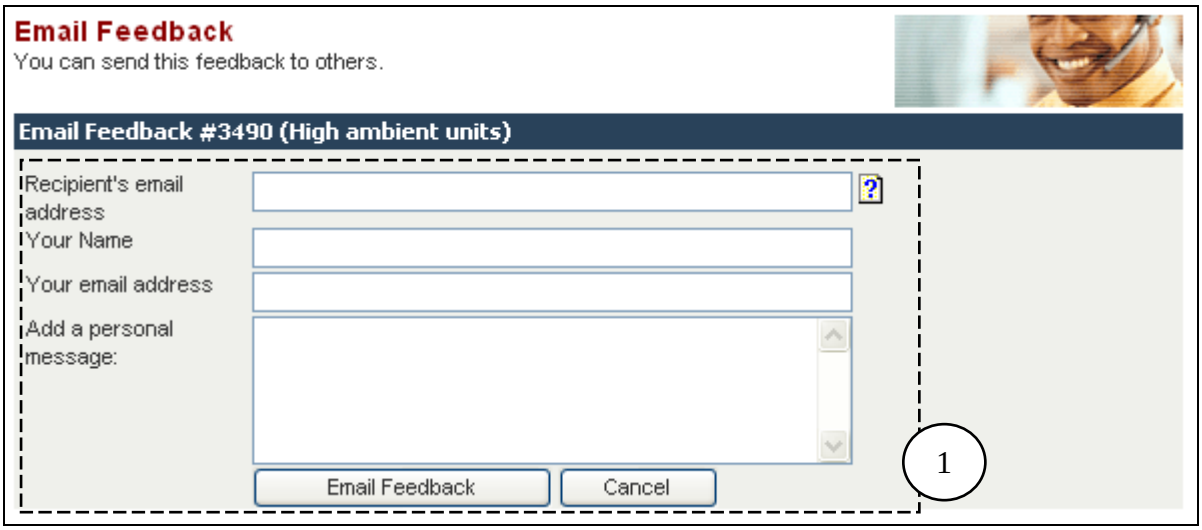


Figure 10.31 Email Feedback

1. Insert the necessary data in the specified column. Click “Email Feedback” after finished inserting the details. Click “Cancel” to cancel send this feedback to others.

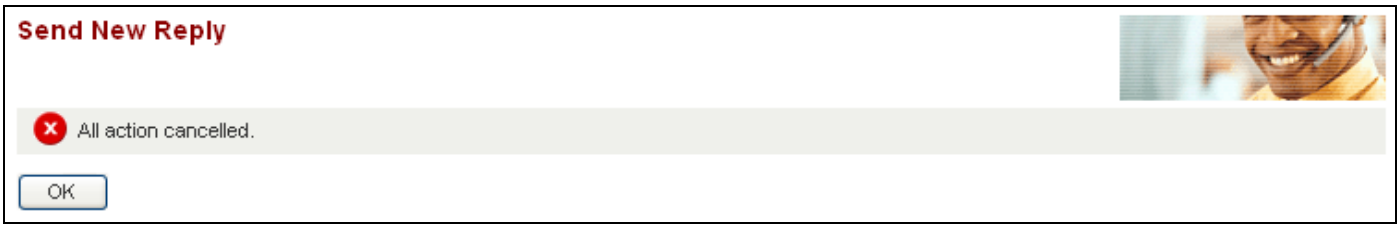


Figure 10.32 Send New Reply- cancelled

10.3.3 View/ Search (Active)

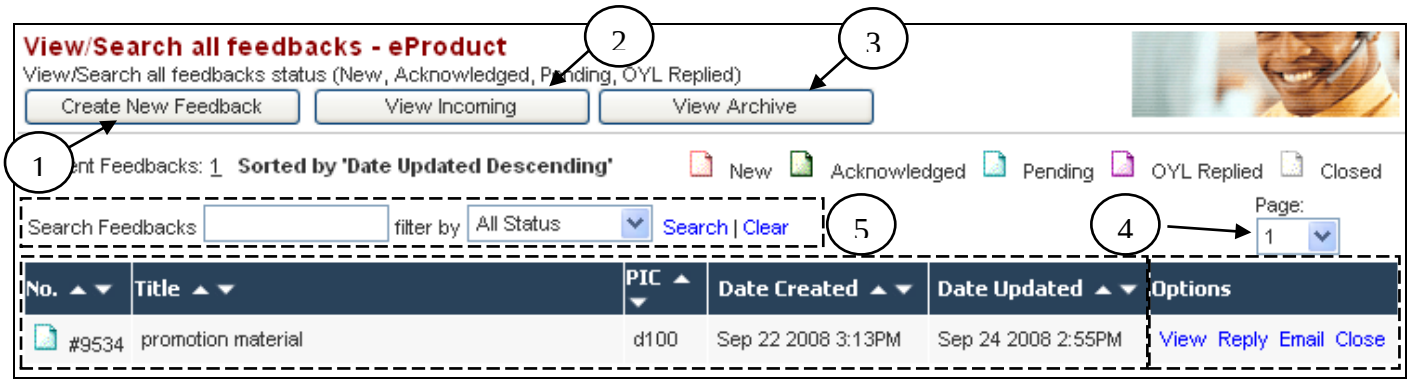


Figure 10.33 View/ Search (Active)

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.3.1 Create New Feedback in Page 115)
2. Click on “View Incoming” to search or view the active feedback. (Refer to 10.3.2 View Incoming in Page 116)
3. Click on “View Archive” to search or view the feedbacks that have been archived. (Refer to 10.3.4 Archive in Page 118)

4. Click to choose the page of feedback you would to view or reply.
5. Insert the feedback number if you know, then click “Search” to search for the feedback here.
6. This column showed the title and details of the feedback have been created.
7. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.30**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.31**) Click “Close” to close this feedback.

10.3.4 Archive

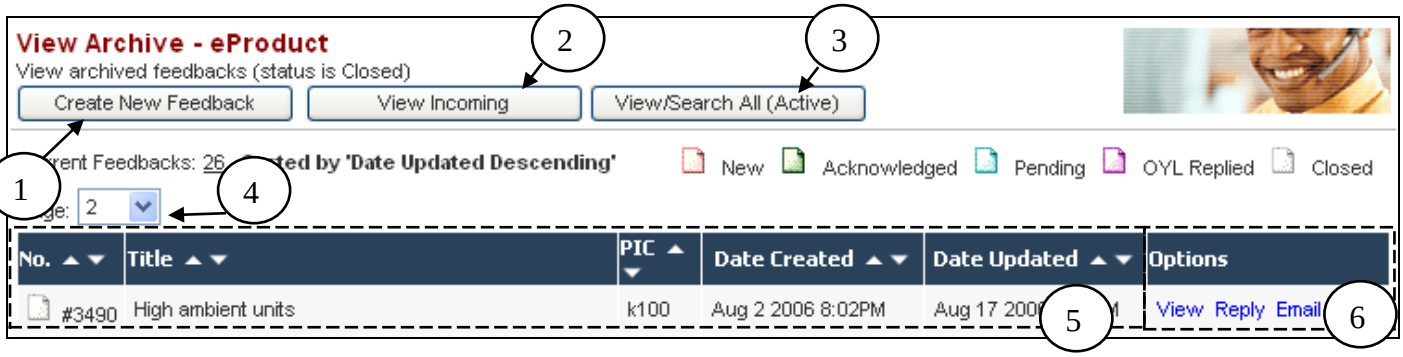


Figure 10.34 Archive

1. Click on “Create New Feedback” if you want to create a new feedback. (Refer to 10.3.1 Create New Feedback in Page 115)
2. Click on “View Incoming” to search or view the active feedback. (Refer to 10.3.2 View Incoming in Page 116)
3. Click on “View Archive” to search or view the feedbacks that have been archived. (Refer to 10.3.3 View/ Search All (Active) in Page 117)
4. Click to choose the page of feedback you would to view or reply.
5. This column showed the title and details of the feedback have been created.
6. In this “Option” column, click “View” to view the contents and details of the feedback. Click “Reply” to reply the feedback. (Refer to **Figure 10.30**) Click “Email” to email this feedback to another person. (Refer to **Figure 10.31**) Click “Close” to close this feedback.

11. FAQ

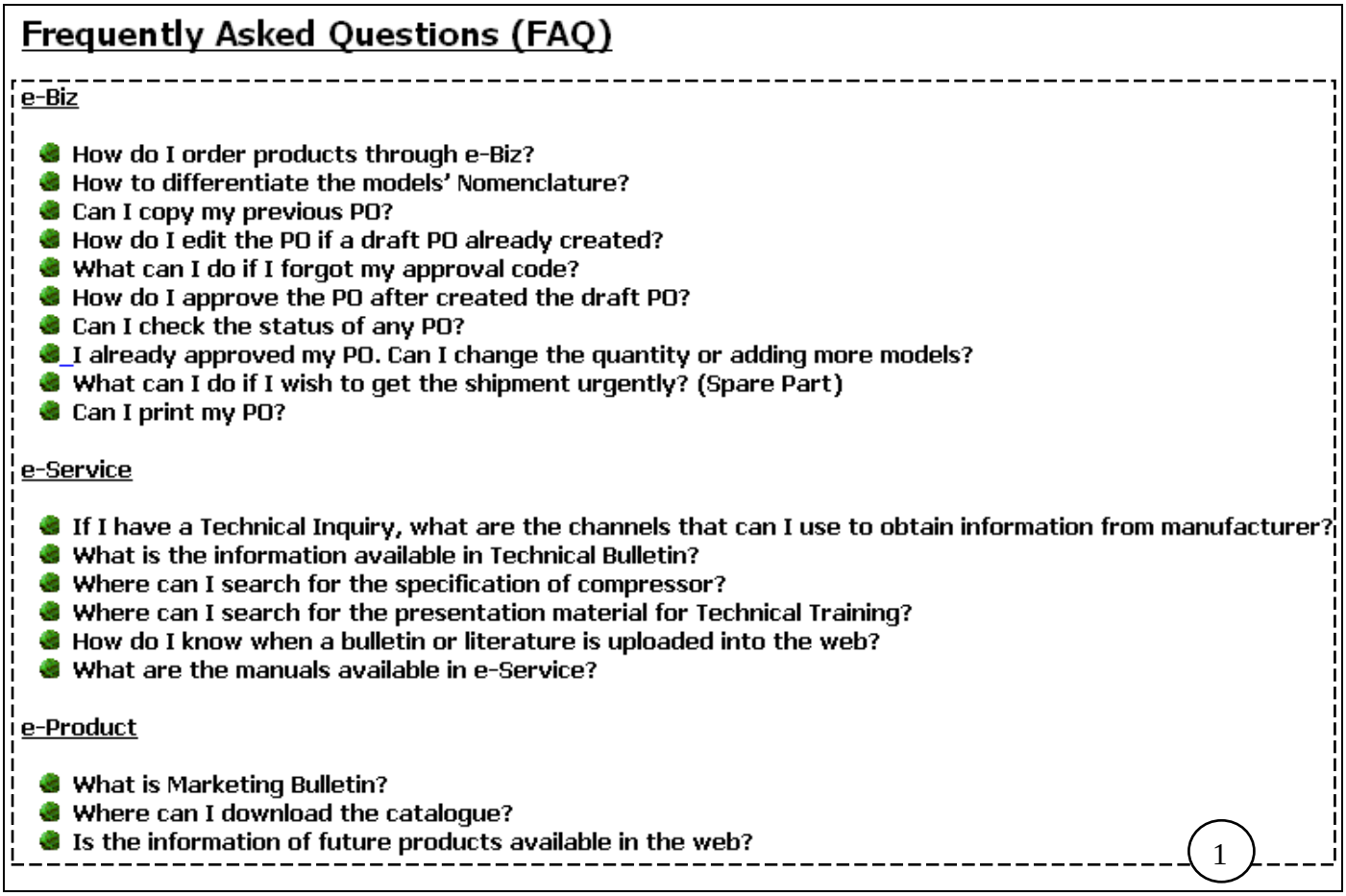

Frequently Asked Questions (FAQ)
e-Biz
How do I order products through e-Biz?
How to differentiate the models' Nomenclature?
Can I copy my previous PO?
How do I edit the PO if a draft PO already created?
What can I do if I forgot my approval code?
How do I approve the PO after created the draft PO?
Can I check the status of any PO?
I already approved my PO. Can I change the quantity or adding more models?
What can I do if I wish to get the shipment urgently? (Spare Part)
Can I print my PO?
e-Service
If I have a Technical Inquiry, what are the channels that can I use to obtain information from manufacturer?
What is the information available in Technical Bulletin?
Where can I search for the specification of compressor?
Where can I search for the presentation material for Technical Training?
How do I know when a bulletin or literature is uploaded into the web?
What are the manuals available in e-Service?
e-Product
What is Marketing Bulletin?
Where can I download the catalogue?
Is the information of future products available in the web?
1

Figure 11.1 FAQ

1. Click on the FAQ showed in the page to redirect to the answer of the question. (Refer to **Figure 11.2**)

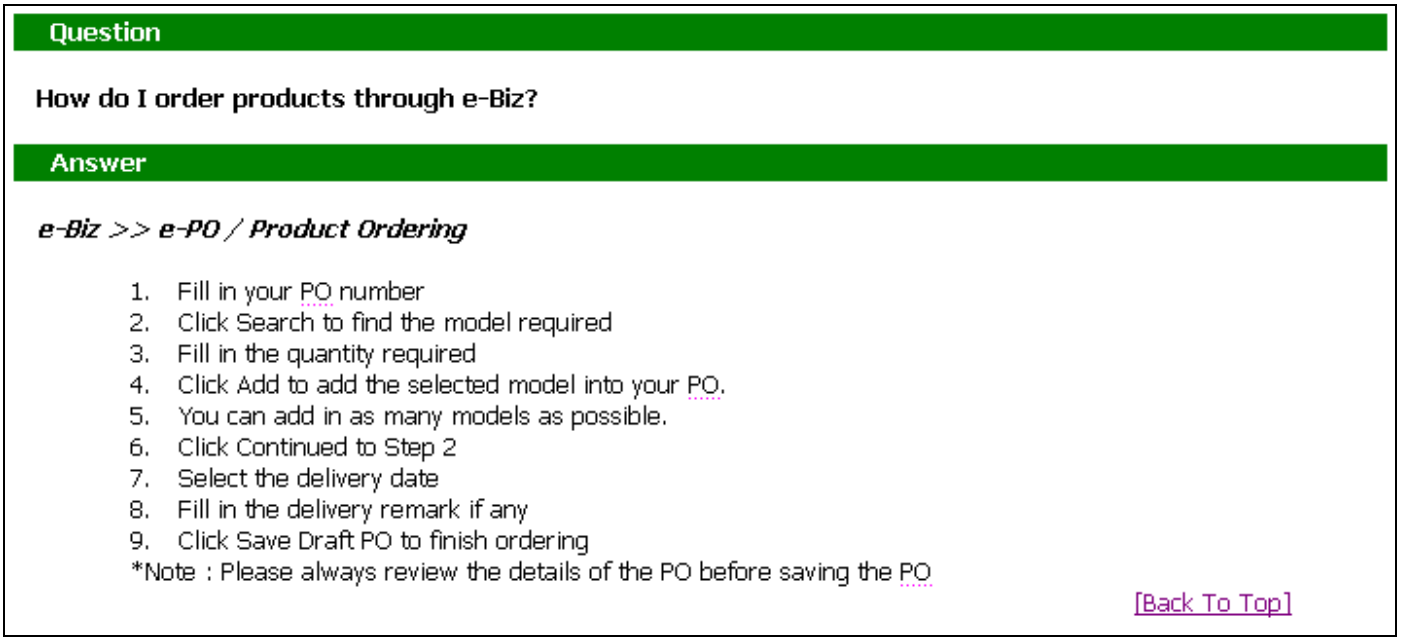

Question
How do I order products through e-Biz?
Answer
e-Biz >> e-PO / Product Ordering
1. Fill in your PO number
2. Click Search to find the model required
3. Fill in the quantity required
4. Click Add to add the selected model into your PO.
5. You can add in as many models as possible.
6. Click Continued to Step 2
7. Select the delivery date
8. Fill in the delivery remark if any
9. Click Save Draft PO to finish ordering
*Note : Please always review the details of the PO before saving the PO
[Back To Top]

Figure 11.2 FAQ

Appendix I

1) PO Status
   - Draft : After created PO, PO status is draft.
   - Approved : Drafted PO that had been approved and sent to OYLM.
   - Rejected : PO was rejected by OYLM CSE due to certain reason.
   - Submitted : PO was accepted by OYLM CSE.
   - OA-Status : PO status where Order Acknowledgement document is sent to you.
   - OA-Rejected : PO status where OA was rejected by distributor.
   - OA-Accepted : PO status where OA was accepted by distributor.
   - Order-Cancelled : PO was cancelled.
   - Partial-Delivered : PO status where goods was partially delivered.
   - Completed : Transaction completed.

2) OA Status
   - Idle : Incoming New Order Acknowledgement document
   - Rejected : OA was rejected by distributor.
   - Accepted : OA was accepted by distributor.
   - Order-Cancelled : Order was cancelled.

Appendix II

Profile Description Matrix

	Manager	Engineer	Purchaser	Administrator
Change Authentication	X			X
Buffer Stock Level	X			
CREDIT INFORMATION	X			
Rolling Forecast	X			
Display all message category	X			
Display message category (General) only	X	X	X	X
Display message category (Financial) only	X			
Display message category (Technical) only	X	X		
Display all EXCEPT message category (General)				
Display all EXCEPT message category (Financial)		X	X	X
Display all EXCEPT message category (Technical)				
OA Status/History	X		X	
Pending Order Main	X	X		
Personal Message	X	X	X	X
PO (Products, Spare Parts and Buffer Stock)	X		X	
PO Status/History (Products, Spare Parts and Buffer Stock)	X		X	
PO Approval (Products, Spare Parts and Buffer Stock)	X			
Distributor Proforma Invoice History	X		X	
Shipping Instruction	X		X	
Distributor Shipping Advice History	X		X	
SALES HISTORY	X			
STATEMENT OF ACCOUNT	X			
Add new login for distributor				X
Change User Profile Access				X
View price of spare parts and finished goods	X			